COMM 308: COMMUNICATION AND CONFLICT

(20480R) Fall 2019

**ANN 309; 12:30 – 1:50 TTH**

**Instructor:** Dr. Colleen M. Keough

**E-mail:** keough@usc.edu (Email is answered during normal business hours, M-F)

**Office:** ASCJ 121B, **Telephone:** 213-740-3944

**Office Hours:** 2 – 3:00 Tuesday; 3:30 – 5:30 Wednesday, other days by appointment.

**Course Description:**

This course aspires for students to become more confident and competent in conflictual encounters by using strategically appropriate communication behaviors. Topics include the characteristics of conflict; power; goal attainment; conflict styles, competitive and collaborative strategies & tactics; bullying; and alternative dispute resolution methods.

**Learning Objectives:**

1. To examine the communicative aspects of conflict.

2. To analyze conflict in a variety of contexts: interpersonal, organizational, and public.

3. To identify communicative strategies for managing conflict effectively.

4. To practice negotiation and mediation skills.

**Text:**

McCorkle, S. & Reese, J. J. (2018). *Personal conflict management: Theory and practice.* New York: Routledge.

Students are required to have the textbook in either paperback or ebook format. However, the ebook CANNOT be accessed during open note/open book exams. Only physical materials are allowed during exams.

Stone, D., Patton, B. & Heen, S. (1999). *Difficult conversations: How to discuss what matters most*. New York: Viking Press.

Other readings will be posted on Blackboard.

**Assignments:**

Midterm 20%

Final Exam (Tuesday, Dec. 17, 11 – 1) 30%

Discussion Posts - Blackboard 10%

*The world will be regenerated by the people who…heroically seek…. by whatever hardship, by whatever toil, the methods by which people can agree.”*

*Mary Parker Follett*

In-class participation 10%

Communication and Conflict Research and Personal Application 30%

Part I Annotated Bibliography Due October 10, 2019

Part II Application Paper Due Tuesday, December 3, 2019

Course Policies:

1. The University of Southern California ***prohibits*** the awarding of points solely on a student’s physical presence in a class. However, they allow the use of unexcused absences and excessive tardiness to count against a grade. This includes leaving class early.***Unexcused absences will lower your final course grade.***Emailing me that you will not be in class does not mean it is an excused absence – that is just professional courtesy.

Arriving late or leaving early counts as 1/3 unexcused absence *per incident*. Your **final course grade** will be reduced beginning with the 3rd unexcused absence. The amount of the reduction is calculated on the total number of unexcused absences accrued during the semester. Students with 6 or more unexcused absences will receive an F.

1. **Turn off cell phones/other mobile devices not being used for class activities.** Students who are instant messaging, web surfing, or involved in other similar activities during class will be marked **absent even if physically present in the classroom**.
2. “Laptop Free” and “Laptop Allowed” zones will be designated in the classroom, excluding examination and presentation days. As the names imply, if you want to use your laptop to take notes you must sit in the “Laptop Allowed Zone.” Unless announced by the instructor, you may only use the laptop for note taking.
3. In order to make up an assignment (test or paper) without incurring a grade penalty, you must be able to document your absence (e.g., a doctor’s note). You must make up any missed assignments within one week of returning to school.
4. Your participation in class activities will earn you points toward you final course grade. If you are not in class during these activities (even if you have an excused absence), you will receive no points – and these activities and points *cannot* be made up.
5. Reading assignments and discussion posts are to be done prior to class. Chapters are given for each week and should be read before Tuesday’s class. Class discussion will affect grades.
6. Failure to complete all assignments is grounds for course failure.
7. You must pass at least one of the exams (60% or better) in order to pass the course.
8. All assignments must be the original work of the student and cannot have been used or currently submitted for any other academic course.
9. **ACADEMIC INTEGRITY IS IMPORTANT!** The Annenberg School for Communication is committed to upholding the University’s Academic Integrity code as detailed in the Scampus guide. It is the policy of the School of Communication to report all violations of the code. Any serious violations or pattern of violations of the Academic Integrity Code will result in the student’s expulsion from the Communication major or minor.

Fortunate are the flexible for they will not be bent out of shape.

### **Statement on Academic Conduct and Support Systems 2019 - 2020**

**Academic Conduct:**

Plagiarism – presenting someone else’s ideas as your own, either verbatim or recast in your own words – is a serious academic offense with serious consequences. Please familiarize yourself with the discussion of plagiarism in SCampus in Part B, Section 11, “Behavior Violating University Standards” [policy.usc.edu/scampus-part-b](https://policy.usc.edu/scampus-part-b/). Other forms of academic dishonesty are equally unacceptable. See additional information in SCampus and university policies on scientific misconduct, [policy.usc.edu/scientific-misconduct](http://policy.usc.edu/scientific-misconduct).

**Support Systems:**

*Student Health Counseling Services - (213) 740-7711 – 24/7 on call*

[engemannshc.usc.edu/counseling](https://engemannshc.usc.edu/counseling/)

Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis intervention.

*National Suicide Prevention Lifeline - 1 (800) 273-8255 – 24/7 on call*

[suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org/)

Free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

*Relationship and Sexual Violence Prevention Services (RSVP) - (213) 740-4900 – 24/7 on call*

[engemannshc.usc.edu/rsvp](https://engemannshc.usc.edu/rsvp/)

Free and confidential therapy services, workshops, and training for situations related to gender-based harm.

*Office of Equity and Diversity (OED) | Title IX - (213) 740-5086*

[equity.usc.edu](https://equity.usc.edu/), [titleix.usc.edu](http://titleix.usc.edu)

Information about how to get help or help a survivor of harassment or discrimination, rights of protected classes, reporting options, and additional resources for students, faculty, staff, visitors, and applicants. The university prohibits discrimination or harassment based on the following protected characteristics: race, color, national origin, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, age, physical disability, medical condition, mental disability, marital status, pregnancy, veteran status, genetic information, and any other characteristic which may be specified in applicable laws and governmental regulations.

*Bias Assessment Response and Support - (213) 740-2421*

[studentaffairs.usc.edu/bias-assessment-response-support](https://studentaffairs.usc.edu/bias-assessment-response-support/)

Avenue to report incidents of bias, hate crimes, and microaggressions for appropriate investigation and response.

*The Office of Disability Services and Programs - (213) 740-0776*

[dsp.usc.edu](http://dsp.usc.edu/)

Support and accommodations for students with disabilities. Services include assistance in providing readers/notetakers/interpreters, special accommodations for test taking needs, assistance with architectural barriers, assistive technology, and support for individual needs.

*USC Support and Advocacy - (213) 821-4710*

[studentaffairs.usc.edu/ssa](https://studentaffairs.usc.edu/ssa/)

Assists students and families in resolving complex personal, financial, and academic issues adversely affecting their success as a student.

*Diversity at USC - (213) 740-2101*

[diversity.usc.edu](https://diversity.usc.edu/)

Information on events, programs and training, the Provost’s Diversity and Inclusion Council, Diversity Liaisons for each academic school, chronology, participation, and various resources for students.

*USC Emergency - UPC: (213) 740-4321, HSC: (323) 442-1000 – 24/7 on call*

[dps.usc.edu](http://dps.usc.edu/), [emergency.usc.edu](http://emergency.usc.edu/)

Emergency assistance and avenue to report a crime. Latest updates regarding safety, including ways in which instruction will be continued if an officially declared emergency makes travel to campus infeasible.

*USC Department of Public Safety - UPC: (213) 740-6000, HSC: (323) 442-120 – 24/7 on call*

[dps.usc.edu](http://dps.usc.edu/)

Non-emergency assistance or information.

**Fall 2019 Weekly Schedule**

|  |  |  |  |
| --- | --- | --- | --- |
| Week | Dates | Readings | Discussion Posts/Assignments Due |
| 1 |  |   |  |
|  | 8/27 | Introduction |  |
|  | 8/29 | (PCM) Chapter 1 Conflict: Conflict in Everyday Life  |  |
|  |  |  |  |
| 2 |  |  |  |
|  | 9/3 | (PCM) Chapter 2: Major Approaches to Conflict Management |  |
|  | 9/5 | William Ury Ted Talk | Post 2 take-aways on the Discussion Board in Blackboard |
|  |  |  |  |
| 3 |  |  |  |
|  | 9/10 | (PCM) Chapter 3: Competitive & Cooperative Approaches |  |
|  | 9/12 |  Explain Major assignment and give an activity linked to research paper: Out of class by 1:15 |   |
|  |  |  |  |
| 4 |  |  |  |
|  | 9/17 | (PCM) Chapter 4: Causes of Conflict (Goals) |  |
|  |  9/19 |   |   |
|  |  |  |  |
| 5 |  |   |  |
|  | 9/24 | (PCM) Chapter 5: Gender/Sex/Race |  |
|  |  9/26 | (PCM) Chapter 7: Listening |   |
|  |  |  |  |
| 6 |  |  |  |
|  | 10/1 | Finish Listening Activity | Post in Discussion Board the 2 most challenging things you experienced in the Listening Activity. |
|  | 10/3 |  Review for Midterm |   |
|  |  |  |  |
| 7 |  |  |  |
|  | 10/8 |  Midterm |   |
|  | 10/10 | Communication and Conflict Research and Personal Application – Part I Due to Blackboard by MIDNIGHT |  |
|  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 8 |  |  | Discussion posts for weeks 8 - 15 will be assigned during class. |
|  | 10/15 | Difficult Conversations Chapters 1 - 4 |  |
|  | **10/17** | **FALL RECESS BREAK – NO CLASS** |   |
|  |  |  |  |
| 9 |  |  |  |
|  | 10/22 | Difficult Conversations, Chapters 5 - 6 |  |
|  | 10/24 | Difficult Conversations Chapters 7 - 9 |  |
|  |  |  |  |
| 10 |  |   |  |
|  | 10/29 - 31 | Difficult Conversation Chapters 10 - 11 |  |
|  |  |  |  |
| 11 |  |  |  |
|  | 11/5 |  (PCM) Chapter 8 – Conflict Styles |  |
|  | 11/7 |  (PCM) Chapter 9 - Negotiations |  |
|  |  |  |  |
| 12 |  |   |  |
|  | 11/12 |  Negotiation Simulations |  |
|  | 11/14 |  Negotiation Simulation |  |
|  |  |  |  |
| 13 |  |  |  |
|   | 11/19 |  (PCM) Chapter 12 Mediation and Other Conflict Interventions |  |
|  | 11/21 |  Mediation Simulation |  |
|  |  |  |  |
| 14 |  |  |  |
|  | 11/26 | Mediation Simulation |  |
|  | 11/28 | University Holiday – No Class |  |
|  |  |  |  |
| 15 |  |  |  |
|  | 12/3 | Communication and Conflict Research and Personal Application – Part II Due Submit to Blackboard and bring hard copy to class |  |
|  | 12/5 | Review for final  |   |
|  |  |  |  |
|  | 12/17 | Final Examination Per University Official Schedule 11:00 am – 1:00 pm |  |
|  |  |  |  |
|  |  |  |  |