Course Description

It is through communication that conflict is expressed, escalated, managed, mediated, negotiated, and transformed. Conflict management is the most complex of communication processes and is crucial to the success of our interpersonal and professional relationships. Developing the awareness, skills and approach necessary to competently manage this process is the primary purpose of this course.

Fees

There are no course fees

Course Objectives

By the end of this course, you will be able to:

1. Increase your awareness of how you approach and manage conflict.
2. Understand the consequences of how you approach and manage conflict.
3. Develop knowledge and skills to manage conflict more effectively.

Instructor

Email: carlee.madsen@usu.edu
Office: Virtual
Office Hours: Flexible hours by appointment
Course Resources

- Additional online readings available through canvas

Course Expectations

Conflict is a process. As such, it is messy, unpredictable, fluid, and full of ambiguity. Process is difficult to understand merely as a cognitive idea. Process is best understood by experiencing it. I will be teaching this class with a focus on process. For that reason course assignments, discussions, readings, and other elements of the class will come with a certain degree of ambiguity in regards to due dates and details. Although that can create uncertainty for everyone involved I am committed to focusing the class on what you need in each emerging moment. Uncertainty often feels uncomfortable, for some it can even be terrifying. Expect to experience some discomfort and to feel strong emotions – you will not be without support for what you are experiencing. Process is difficult, and it is through that struggle that growth and transformation occurs.

This course will be guided by core principles, which will be reflected in how the class unfolds. You will see these principles reflected in how assignments are negotiated, discussions are facilitated, and assessment is addressed.

- **Self-determination:** I respect and support your ability to be the central determining factor in your education. I will strive to meet you where you are at and help you accomplish the goals and desires you have for learning in this class. I will encourage your growth and you will decide what that growth will entail.

- **Respect:** Conflict by nature can be controversial and at times threaten our sense of identity and focus attention on some of our strongest beliefs and values. Expressing differences while still respecting the choices of others is critical to creating a classroom environment that is safe for everyone to learn. Please be mindful of yourself and others by actively participating in making
the classroom safe. Come prepared, be conscious of possible distractions to myself or others, and engage openly in the classroom discussions.

- **Willingness:** You will be engaging in communicative processes that may be uncomfortable and emotionally triggering. You will be asked to reflect on your current and past communication patterns analyzing those experiences for areas that you may need to improve. You will likely make mistakes...lots of them. I do not ask for immediate mastery of these skills, I ask only for your willingness to engage yourself fully in the process

**Evaluation Methods and Criteria**

Because of the process focused aspect of this class course assignments and assessment will be discussed and negotiated to best meet the needs and direction for growth the class has. This will be a writing intensive course that will require a significant level of self-reflection. What form that writing takes will be discussed as the need may arise. Refer to canvas for more details. Some of the possible forms of assessment may include:

- Discussion Threads
- In-class and out of class writing assignments
- Group work

Your work will be assessed not just on your understanding of the material but primarily on your ability to reflect, analyze, and describe how you are applying course concepts. I am interested in the depth and detail of your experiences and learning. I recognize that the form and feel of this class may be distinctly different from what you have become accustomed to in your studies. Please do not hesitate to address concerns or difficulties you may be facing. I am willing to explore those issues with you as a class or individually. I look forward to taking this journey with you.

**Grade Scheme**

The following grading standards will be used in this class:

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<thead>
<tr>
<th>Grade</th>
<th>Range</th>
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<tbody>
<tr>
<td>A</td>
<td>100 % to 93.0%</td>
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<tr>
<td>Grade</td>
<td>Range</td>
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<tr>
<td>A-</td>
<td>&lt; 93.0 % to 90.0%</td>
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<tr>
<td>B+</td>
<td>&lt; 90.0 % to 87.0%</td>
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<tr>
<td>B</td>
<td>&lt; 87.0 % to 83.0%</td>
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<tr>
<td>B-</td>
<td>&lt; 83.0 % to 80.0%</td>
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<tr>
<td>C+</td>
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<tr>
<td>C</td>
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<td>C-</td>
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<td>D+</td>
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<tr>
<td>D</td>
<td>&lt; 67.0 % to 60.0%</td>
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<td>F</td>
<td>&lt; 59.0 % to 0.0%</td>
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</tbody>
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**Attendance and Excused Absences Policy**

Attendance will be taken for each class and will be part of your attendance and participation grade. You may have 2 unexcused absences before it impacts your grade. Make up assignments for beyond 2 absences may be available. If you have questions about your attendance please contact me.

**Library Services**

All USU students attending classes in Logan, at our Regional Campuses, or online can access all databases, e-journals, and e-books regardless of location. Additionally, the library will mail printed books to students, at no charge to them. Students can also borrow books from any Utah academic library. Take advantage of all library services and learn more at [libguides.usu.edu/rc](https://libguides.usu.edu/rc).

**Classroom Civility**

Utah State University supports the principle of freedom of expression for both faculty and students. The University respects the rights of faculty to teach and students to learn. Maintenance of these rights requires classroom conditions that do not impede the learning process. Disruptive classroom behavior will not be tolerated. An individual engaging in such behavior may be subject to disciplinary action. Read [Student Code Article V Section V-3](https://studentcode.usu.edu/article-v-section-v-3) for more information.

**University Policies & Procedures**
COVID-19 Classroom Accommodations

To ensure that you receive the appropriate accommodation for COVID-19 related challenges, the University requires you to fill out the COVID-19 Questionnaire (Links to an external site.). Upon doing so, the University COVID CARE Team (Links to an external site.) will contact you to determine your needs and how to support you. The CARE Team will also contact your instructors and provide important direction on how best to accommodate your needs. For additional reference, please see USU’s Attendance and Excused Absence (Links to an external site.) policy and the COVID-19 Classroom Accommodations (Links to an external site.) page.

Reducing COVID-19 Risk

You can help keep classes, events, and activities happening in person this semester by following these steps:

1. **Get vaccinated if you’re able.** Vaccines are the best available tool to help stop the spread of COVID-19. They are safe, free, and easy to access.
2. **If you are vaccinated, let USU know.** Please upload your proof of full vaccination (Links to an external site.) to AggieHealth. If you are exposed to COVID-19, USU’s case containment will not require you to quarantine if they know you are vaccinated and you do not have symptoms.
3. **Stay home if you’re sick** and get tested for COVID-19 if you have symptoms or have been exposed. It’s important to not bring any illness to campus.
4. **Wear a mask indoors.** Public health experts recommend that even vaccinated people wear masks indoors in high COVID-19 transmission areas, which includes most of Utah.

If USU’s COVID Case Containment team identifies an uncontained situation in the classroom, you will be notified of any temporary changes to your course delivery method through a Canvas announcement. Please make sure you are receiving immediate notifications of new Canvas announcements. The situation will be handled according to protocols on the COVID Classroom Exposure (Links to an external site.) page.

Class Seating Charts (For In-Person Classes)

In classes with more than 10 students, a seating chart will be used to track where you are sitting. After the first week of classes, your instructor will tell you how to enter your seat number in Canvas. **You must sit in the same seat for the rest of the semester.** This is extremely important for tracking cases of COVID-19 and helping classes remain in person.
Academic Freedom and Professional Responsibilities

Academic freedom is the right to teach, study, discuss, investigate, discover, create, and publish freely. Academic freedom protects the rights of faculty members in teaching and of students in learning. Freedom in research is fundamental to the advancement of truth. Faculty members are entitled to full freedom in teaching, research, and creative activities, subject to the limitations imposed by professional responsibility. Faculty Code Policy #403 further defines academic freedom and professional responsibilities.

Academic Integrity – "The Honor System"

Each student has the right and duty to pursue his or her academic experience free of dishonesty. To enhance the learning environment at Utah State University and to develop student academic integrity, each student agrees to the following Honor Pledge: "I pledge, on my honor, to conduct myself with the foremost level of academic integrity." A student who lives by the Honor Pledge is a student who does more than not cheat, falsify, or plagiarize. A student who lives by the Honor Pledge:

- Espouses academic integrity as an underlying and essential principle of the Utah State University community;
- Understands that each act of academic dishonesty devalues every degree that is awarded by this institution; and
- Is a welcomed and valued member of Utah State University.

Academic Dishonesty

The instructor of this course will take appropriate actions in response to Academic Dishonesty, as defined the University’s Student Code. Acts of academic dishonesty include but are not limited to:

- **Cheating:** using, attempting to use, or providing others with any unauthorized assistance in taking quizzes, tests, examinations, or in any other academic exercise or activity. Unauthorized assistance includes:
  - Working in a group when the instructor has designated that the quiz, test, examination, or any other academic exercise or activity be done "individually;"
  - Depending on the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;
• Substituting for another student, or permitting another student to substitute for oneself, in taking an examination or preparing academic work;
• Acquiring tests or other academic material belonging to a faculty member, staff member, or another student without express permission;
• Continuing to write after time has been called on a quiz, test, examination, or any other academic exercise or activity;
• Submitting substantially the same work for credit in more than one class, except with prior approval of the instructor; or engaging in any form of research fraud.

• **Falsification**: altering or fabricating any information or citation in an academic exercise or activity.

• **Plagiarism**: representing, by paraphrase or direct quotation, the published or unpublished work of another person as one’s own in any academic exercise or activity without full and clear acknowledgment. It also includes using materials prepared by another person or by an agency engaged in the sale of term papers or other academic materials.

For additional information go to: ARTICLE VI. University Regulations Regarding Academic Integrity (Links to an external site.)

**Sexual Harassment/Title IX**

Utah State University is committed to creating and maintaining an environment free from acts of sexual misconduct and discrimination and to fostering respect and dignity for all members of the USU community. Title IX and USU Policy 339 (Links to an external site.) address sexual harassment in the workplace and academic setting. The university responds promptly upon learning of any form of possible discrimination or sexual misconduct. Any individual may contact USU’s Office of Equity (Links to an external site.) for available options and resources or clarification. The university has established a complaint procedure to handle all types of discrimination complaints, including sexual harassment (USU Policy 305 (Links to an external site.)), and has designated the Office of Equity Director/Title IX Coordinator as the official responsible for receiving and investigating complaints of sexual harassment.

**Withdrawal Policy and "I" Grade Policy**

Students are required to complete all courses for which they are registered by the end of the semester. In some cases, a student may be unable to complete all of the coursework because of extenuating circumstances, but not due to poor performance or to retain financial aid. The term ‘extenuating’ circumstances includes: (1) incapacitating illness which prevents a student from attending classes for a minimum period of two
weeks, (2) a death in the immediate family, (3) financial responsibilities requiring a student to alter a work schedule to secure employment, (4) change in work schedule as required by an employer, or (5) other emergencies deemed appropriate by the instructor.

**Students with Disabilities**

USU welcomes students with disabilities. If you have, or suspect you may have, a physical, mental health, or learning disability that may require accommodations in this course, please contact the Disability Resource Center (DRC) (Links to an external site.) as early in the semester as possible (University Inn # 101, (435) 797-2444, drc@usu.edu). All disability related accommodations must be approved by the DRC. Once approved, the DRC will coordinate with faculty to provide accommodations.

Students who are at a higher risk for complications from COVID-19 or who contract COVID-19 may also be eligible for accommodations.

**Diversity Statement**

Regardless of intent, careless or ill-informed remarks can be offensive and hurtful to others and detract from the learning climate. If you feel uncomfortable in a classroom due to offensive language or actions by an instructor or student(s) regarding ethnicity, gender, or sexual orientation, contact:

- Division of Student Affairs: https://studentaffairs.usu.edu (Links to an external site.), (435) 797-1712, studentservices@usu.edu, TSC 220
- Student Legal Services: https://ususa.usu.edu/student-association/student-advocacy/legal-services (Links to an external site.), (435) 797-2912, TSC 326
- Access and Diversity: http://accesscenter.usu.edu (Links to an external site.), (435) 797-1728, access@usu.edu; TSC 315
- Multicultural Programs: http://accesscenter.usu.edu/multiculture (Links to an external site.), (435) 797-1728, TSC 315
- LGBTQA Programs: http://accesscenter.usu.edu/lgbtqa (Links to an external site.), (435) 797-1728, TSC 3145
- Provost’s Office Diversity Resources: https://www.usu.edu/provost/diversity (Links to an external site.), (435) 797-8176

You can learn about your student rights by visiting:
The Code of Policies and Procedures for Students at Utah State University: https://studentconduct.usu.edu/studentcode (Links to an external site.)

**Grievance Process**
Students who feel they have been unfairly treated may file a grievance through the channels and procedures described in the Student Code: Article VII (Links to an external site.).

Full details for USU Academic Policies and Procedures can be found at:

- Student Conduct (Links to an external site.)
- Student Code (Links to an external site.)
- Academic Integrity (Links to an external site.)
- USU Academic Policies and Procedures (Links to an external site.)
- Academic Freedom and Professional Responsibility Policy (Links to an external site.)

Emergency Procedures

In the case of a drill or real emergency, classes will be notified to evacuate the building by the sound of the fire/emergency alarm system or by a building representative. In the event of a disaster that may interfere with either notification, evacuate as the situation dictates (i.e., in an earthquake when shaking ceases or immediately when a fire is discovered). Turn off computers and take any personal items with you. Elevators should not be used; instead, use the closest stairs.

Mental Health

Mental health is critically important for the success of USU students. As a student, you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, alcohol/drug problems, feeling down, difficulty concentrating and/or lack of motivation. These mental health concerns or stressful events may lead to diminished academic performance or reduce your ability to participate in daily activities. Utah State University provides free services for students to assist them with addressing these and other concerns. You can learn more about the broad range of confidential mental health services available on campus at Counseling and Psychological Services (CAPS) (Links to an external site.). Students are also encouraged to download the “SafeUT App” (Links to an external site.) to their smartphones. The SafeUT application is a 24/7 statewide crisis text and tip service that provides real-time crisis intervention to students through texting and a confidential tip program that can help anyone with emotional crises, bullying, relationship problems, mental health, or suicide related issues.