Communicating and Conflict
CMST 3600
Spring 2017

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Office Hours: flexible hours by appointment.

Overview

It is through communication that conflict is expressed, escalated, managed, mediated, negotiated, and transformed. Conflict management is the most complex communication process 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.

Course Assignments

Refer to the canvas assignment descriptions for more detailed explanations for each assignment.

- Conflict Profile: metaphor, approach, style, history, relational patterns, goals, interests, needs, and desires.

- Communication Profile: interview, self-assessment, strengths, skill development, emotional intelligence.

- Discussion Threads

- Exams (3)

- Clearness Committee

- Synthesis Paper

This is a writing intensive course. Your work will be assessed not just on your understanding of the material but also 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.

Course Guidelines

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.

Respect. Conflict by nature can be controversial and at times threaten our sense of identity and touch 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.

University Policies

If there is a campus closure class will be coordinated through canvas.

The Americans with Disabilities Act

Students with ADA-documented impairments may be eligible for reasonable accommodations. Veterans may also be eligible for services. Accommodations are coordinated through DRC in Room 101 of the University Inn, 7-2444 voice, 7-0740 TTY, or toll free at 1-800-259-2966. Please contact DRC as early as possible. Alternate format materials (Braille, large print or digital) are available with advance notice.

Academic Misconduct

In accordance with university policy (as articulated in the Student Code, see: http://www.usu.edu/studentservices/pdf/StudentCode.pdf#page=4), academic misconduct— including cheating, fabrication, and plagiarism of written or spoken work—is not tolerated in this course. Do not present or turn in work for this class that you have turned in for other classes. You do not have my permission to submit work from this class to fulfill requirements in other classes. Plagiarism is submitting/presenting someone else's work as your own as well as quoting others without giving credit. Any quotation or paraphrasing of sources must be cited in text as well as orally during your speeches. Plagiarism can result in an F for the assignment, an F for the course, and other disciplinary measures. If at any time you are unsure whether your actions constitute academic misconduct, please see the instructor in order to clarify the matter.