

**COMMUNICATION IN HUMAN CONFLICT – COMMUN 363-201**  
**Summer 2022 – Section 62503 – Class Meets Online May 31 to July 9**

---

Sarah Riforgiate, Ph.D. (Pronouns: she, her, hers)

**E-mail:** [sriforgi@uwm.edu](mailto:sriforgi@uwm.edu)

**Office Location:** 242 Merrill Hall

**Office Hours:** *Office hours by appointment*

---

*“The question is not whether you will have conflicts with others – you will. The question is how you manage your conflicts through communication”*  
*(Cupach & Canary, 1997, p. 238).*

Effective use of communication skills and strategies can enhance relationships, resolve conflicts, and improve communities. This class focuses on a strategic model of conflict communication, identifying multiple points where individuals can use communication choices to make conflict interactions more productive. As a student in this class, you will learn about conflict communication through exposure to theory and

research, while applying this information to your own communication experiences.

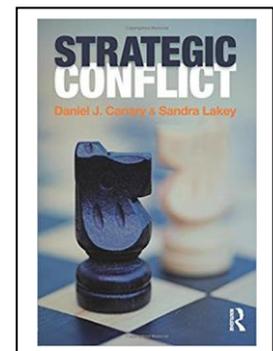
The best way to improve communication is to actively reflect on communication choices and practice communication. As with any class, the amount that you learn and improve depends on how much time and effort you invest in the class and attend to your own communication practices.

Upon completion of this class you should be able to manage conflict communication more effectively and appropriately by:

- Demonstrating the ability to explain and analyze factors that influence and instigate conflict.
- Discussing how instrumental, relational goals shape conflict interactions and communication.
- Identifying and differentiating communication patterns for conflict accounts and attributions.
- Explaining the role power dynamics and strategies play in communication patterns and how those patterns influence conflict communication.
- Practicing conflict communication strategies to actively de-escalate conflicts in your own experiences and reflecting on ways to enhance communication in future conflict interactions.

**Required Text:**

Canary, D. J., & Lakey, S. (2013). *Strategic conflict*. New York: Routledge.  
ISBN: 978-0-8058-5064-2



## Special Notices

- This course is an asynchronous course that takes place exclusively online using Canvas. Please become familiar with the class interface before the session begins and seek help if necessary. Training modules can be helpful and are located at: <https://uwm.edu/canvas/students/?target=get-help>
- A lack of Canvas knowledge is not an acceptable excuse for late work. If Canvas experiences an unplanned system outage, you will be notified of alternative submission procedures.
- Please note that we are condensing a full semester course into six weeks. The workload is reasonable for a three-credit course; however, you will have to put time into the class daily.

## Course Policies

Course policies are set so that the rules are clear and fair to everyone.

**Time Investment:** UWM policy requires that students should spend a minimum of 48 hours of work per credit hour. The box indicates an estimate of the time investment allocation for the course. These

<u>Activity</u>	<u>Hours</u>
Online Directions/Lectures	38
Weekly Readings/Activities	53
Papers and Final Exam	53

are averages based on past student feedback. Grades are based on the *quality of work*, not the time spend on assignments.

**Expectations for Student Conduct:** Discussions and disagreements allow for learning and deeper understanding. Class members are expected to:

- Attend to appropriateness when sharing information, understanding that posts will be read by peers and the instructor.
- Respect each person's individuality as a learner.
- Be open to feedback from fellow class participants.
- Give constructive feedback to class participants.
- Respectfully challenge material if appropriate.
- Use inclusive and sensitive language (i.e. avoid racist, sexist, homophobic or other negative language).

*“When people honor each other, there is a trust established that leads to synergy, interdependence, and deep respect. Both parties make decisions and choices based on what is right, what is best, what is valued most highly.”*  
~Blaine Lee

**Academic Integrity:** All work in this class should be your original work and accomplished individually. When using other peoples' words or ideas, I expect that you will cite your sources to give the authors' credit for their work; failing to do so is considered plagiarism. Plagiarism carries severe sanctions, including failing a course or even suspension or dismissal from the University.

*“It takes less time to do a thing right than to explain why you did it wrong.”*  
~Henry Wadsworth Longfellow

If there is any question or doubt about an assignment, please speak with me PRIOR to turning it in to make sure there is not an issue. More information on the University of Wisconsin, Milwaukee Academic Misconduct policy and procedures can be found at:

<http://uwm.edu/academicaffairs/facultystaff/policies/academic-misconduct/>

**Academic Student Accommodations:** *I am fully committed to student learning. Please contact me via email or schedule a time to talk with me if you require accommodations so we can privately discuss and determine the best way to facilitate learning.* The University of Wisconsin Milwaukee supports the right of all enrolled students to a full and equal educational opportunity. The Americans with Disabilities Act (ADA), Wisconsin State Statute (36.12) require that students with disabilities be reasonably accommodated in instruction and campus life. Reasonable accommodations for students with disabilities is a shared faculty and student responsibility. Students are expected to inform me of their need for instructional accommodations by the end of the third week of the semester, or as soon as possible after a disability has been incurred or recognized. I will work with you and in coordination with the Accessibility Resource Center ([archelp@uwm.edu](mailto:archelp@uwm.edu), 414-229-6287) to identify and provide reasonable instructional accommodations.

**Office Hours by Appointment:** I enjoy meeting with students and welcome the opportunity to do so. Because this is an online class, students generally correspond with me via email. If you would like to meet with me in person or virtually, please contact me to schedule a time to meet.

**Email:** Please ensure that all communication that takes place in this course, including e-mails to me, is professional and well written. During the week (Monday through Friday) I will respond to e-mails within 24 hours. If you do not receive a response within 24 hours, please re-send your message as it may have not reached my inbox.

**Canvas:** We will be using Canvas as the online platform for this class. Please check the class page frequently for announcements and relevant information (including assignment descriptions, supplemental readings, handouts, grade information, etc.). If you would like assistance learning about how to adjust your Canvas settings or to navigate Canvas, please go to the UWM tutorial site at: <https://uwm.edu/canvas/students/?target=get-help>

**“Attendance” Policy:** Attendance in this course is measured through your online participation in course assignments. If an emergency occurs and you are unable to complete discussion board posts or other assignments, *sufficient documentation that demonstrates your inability to complete an online assignment must be submitted (i.e., documentation showing that you are physically unable to get to or use a computer and complete an assignment)*. If you are unsure about an event counting as “excused,” please e-mail me in advance.

**Late Work Policy:** Because this is a highly condensed class, NO LATE WORK IS ACCEPTED. All assignments are due by the date and time specified in the syllabus and/or in the assignment, unless otherwise indicated by me. So, for example, if a discussion board posting is due at 11:59pm on the night of Thursday, June 9<sup>th</sup> and the time/date stamp indicates that you posted at 12:05am on Friday, June 10<sup>th</sup>, the discussion board posting is late and will not be accepted.

**Writing Expectations:** You are expected to be able to write a paper at the collegiate level (clear thesis statement, transitions, fully developed paragraphs and ideas, correct citation format, correct reference format, etc.). If you have *any* doubts about your abilities, I strongly suggest that you seek assistance through the Writing Center (<https://uwm.edu/writing-center/>).

**University of Wisconsin, Milwaukee Syllabus Policies:** For additional information, please refer to the following link regarding University of Wisconsin, Milwaukee syllabus policies: <https://uwm.edu/secu/syllabus-links/>

## ***Course Requirements***

Your grade in this class is determined by participation in daily discussion posts, daily quizzes, three analysis papers, and a comprehensive final exam. All assignments (papers, discussion and tests) are due at 11:59pm, Central Time.

- **Discussion Board Participation: 10 Discussion Board Posts X 5 points each = 50 points**  
Participation in this course comes in the form of discussion board postings. You will be required to post several times each week. Sometimes your discussion post will be a new thread that you create. Other times your discussion post will be a response to someone else's post based on specific writing prompts. Points are awarded based on each student's contributions to the daily discussion prompts. Guidelines for successful participation and the evaluation form that I will use to grade your discussion board posts are posted on Canvas. ***Be sure to read each week's discussion guidelines for detailed instructions; instructions are very specific and can be accessed in the Daily Directions document for the specific week and day.***
- **Analysis Papers: 3 papers X 100 points each = 300 points**  
There are three analysis papers in this class. For each paper, you are required to complete an activity and/or reflect upon your own conflict experiences, and then write a three to five-page analysis. Your paper must include discussion of relevant course concepts and theories. Quoted and paraphrased textbook material must be cited in APA format (the reference page does not count towards the page requirement). "General Guidelines for Writing Papers" with detailed examples of APA citation format are located on Canvas. This is also where you will find the evaluation form that I will use to grade all the analysis papers. Specific instructions for each paper are located under the day and week directions on Canvas. You will need to submit your paper to the Canvas assignment submission set up for each paper.
- **Chapter Quizzes: 10 quizzes X 5 points each = 50 points**  
There are 10 quizzes, one for each chapter/lecture covered. These are open book, open note, untimed quizzes to help you determine the extent that you understand the chapter material. You will be allowed ***two attempts at each quiz*** and I will use the ***best score of the two***. These quizzes are intended to help you stay current with the class readings and better prepare you for the final exam. The content for these quizzes will come directly from the textbook and the posted slides/notes. Please note, the textbook and the slides contain some overlapping material and some different material. You will want to be familiar with both to score optimally on the quizzes. Quiz access is on Canvas by the week and day that it is due.
- **Comprehensive Final Exam: 100 points**  
At the conclusion of the class, you will take a comprehensive final exam that includes material from the ten chapters covered in the class. The final will be open book, open note, but unlike the quizzes, ***the final will be timed and you will only be allowed ONE attempt to take the final***. You will want to make sure you have studied the material prior to opening the final exam questions and have organized your notes so that you may score optimally. The final may only be attempted once. ***Also, ensure that you have a stable Internet connection, as loss of connection may lock your test.***

### **Grading and Assessment:**

There are 500 points possible in the course. The grading scale in this class is as follows:

A = 470-500 points (94% to 100%)	C = 370-379 points (74% to 75.9%)
A- = 450-469 points (90% to 93.9%)	C- = 350-369 points (70% to 73.9%)
B+ = 430-449 points (86% to 89.9%)	D+ = 330-349 points (66% to 69.9%)
B = 420-429 points (84% to 85.9%)	D = 320-329 points (64% to 65.9%)
B- = 400-419 points (80% to 83.9%)	D- = 300-319 points (60% to 63.9%)
C+ = 380-399 points (76% to 79.9%)	F = 0-299 points (59.9% or below)

***I do not “give” grades; students earn their grades through completing the coursework assigned.***

Meeting the requirements of an assignment is considered **AVERAGE** work and earns “C” grades.

Demonstrating knowledge above what is required is considered **GOOD** work and earns “B” grades.

Going the extra mile and demonstrating superior knowledge is **EXCELLENT** work and earns “A” grades. Work deemed **UNSATISFACTORY** earns “D” grades and **POOR** work earns an “F” grade.

## COURSE SCHEDULE

All assignments are due by 11:59pm Central Standard Time on the day listed. Early completion of assignments and quizzes is always welcome.

DATE	READING	WORK/ASSIGNMENTS
<b>WEEK ONE</b>		
Tuesday May 31 <sup>st</sup>	Review Getting Started Information	Watch Introduction and Getting Started Videos Post an Introduction
Wednesday June 1 <sup>st</sup>	The Need for Strategic Conflict	Read Chapter One Watch Chapter One Part One Video Discussion Board Post
Thursday June 2 <sup>nd</sup>	The Need for Strategic Conflict (Continued)	Watch Chapter One Part Two Video Discussion Board Post Quiz One
Friday June 3 <sup>rd</sup>	Seeking Strategic Control: Communication Strategies and Tactics	Read Chapter Two Watch Chapter Two Part One, Two, and Three Videos Discussion Board Post
<b>WEEK TWO</b>		
Monday June 6 <sup>th</sup>	Seeking Strategic Control: Communication Strategies and Tactics (Continued)	Watch Chapter Two Part Four Video Discussion Board Post Quiz Two
Tuesday June 7 <sup>th</sup>	Seeking Goal Control	Read Chapter Eleven Watch Chapter Eleven Part One and Two Videos Discussion Board Post
Wednesday June 8 <sup>th</sup>	Seeing Goal Control (Continued)	Watch Chapter Eleven Part Three Video Quiz Three
Thursday June 9 <sup>th</sup>	Interpersonal Transgressions	Read Chapter Five Watch Chapter Five Part One Video Discussion Board Post
Friday June 10 <sup>th</sup>	Interpersonal Transgressions (Continued)	Watch Chapter Five Part Two, Three, and Four Videos Quiz Four
<b>WEEK THREE</b>		
Monday June 13 <sup>th</sup>		Work on Analysis Paper One
Tuesday June 14 <sup>th</sup>		Analysis Paper One DUE
Wednesday June 15 <sup>th</sup>	Accounts	Read Chapter Six Watch Chapter Six Part One and Two Videos Discussion Board Post
Thursday June 16 <sup>th</sup>	Accounts (Continued)	Watch Chapter Six Part Three Video Quiz Five
Friday June 17 <sup>th</sup>	Power and Power Strategies	Read Chapter Eight Watch Chapter Eight Part One, Two, and Three Videos Discussion Board Post

<b>WEEK FOUR</b>		
Monday June 20 <sup>th</sup>	Power and Power Strategies (Continued)	Watch Chapter Eight Part Four and Five Videos Quiz Six
Tuesday June 21 <sup>st</sup>	Seeking Attributional Control	Read Chapter Nine Watch Chapter Nine Part One, Two, and Three Videos Discussion Board Post
Wednesday June 22 <sup>nd</sup>	Seeking Attributional Control (Continued)	Watch Chapter Nine Part Four Video Discussion Board Post Quiz Seven
Thursday June 23 <sup>rd</sup>	Seeking Episode Control	Read Chapter Four Watch Chapter Four Part One, Two, and Three Videos
Friday June 24 <sup>th</sup>	Seeking Episode Control (Continued)	Watch Chapter Four Part Four Video Discussion Board Post Quiz Eight
<b>WEEK FIVE</b>		
Monday June 27 <sup>th</sup>		Work on Analysis Paper Two
Tuesday June 28 <sup>th</sup>		Analysis Paper Two DUE
Wednesday June 29 <sup>th</sup>	Seeking Personal Control	Read Chapter Seven Watch Chapter Seven Part One, Two, and Three Videos
Thursday June 30 <sup>th</sup>	Seeking Personal Control (Continued)	Watch Chapter Seven Part Four Video Discussion Board Post Quiz Nine
Friday July 1 <sup>st</sup>	Seeking Resolution Through Forgiveness	Read Chapter Fifteen Watch Chapter Fifteen Part One, Two and Three Videos Discussion Board Post
<b>WEEK SIX</b>		
Monday July 4 <sup>th</sup>	Fourth of July Holiday	NO CLASS
Tuesday July 5 <sup>th</sup>	Seeking Resolution Through Forgiveness (Continued)	Discussion Board Post Quiz Ten
Wednesday July 6 <sup>th</sup>		Work on Analysis Paper Three
Thursday July 7 <sup>th</sup>		Analysis Paper Three DUE
Friday July 8 <sup>th</sup>		Final Exam

*Please note that I reserve the right to alter this schedule if need be. Any changes will be announced via a Canvas Announcement which you can set for instant e-mail delivery (e-mails are sent to your UWM email account, so make sure you check that e-mail regularly).*