Fall 2016 CMST 560: Conflict Communication

Thursday 9:40am-12:25pm - Com 262

Professor: Dr. Courtney N. Wright
Office: 293 Com, office 274
Office Hours: Tuesday 2:10-3:10pm and by appointment
Email: cwright@utk.edu (email is the best way to reach me. *I check email once a day. I will only read and respond to email from verified accounts (i.e., UTK account)*)
Phone: 865.974.7066

COURSE DESCRIPTION:

Conflict is a natural and inevitable component of the human existence as we can encounter conflict in all facets of our lives and relationships. Conflict is paradoxical in that it contains the potential to yield both opportunity and danger. Communication processes are significant influences on conflict as they are the instrumental in the creation, manifestation, and management of conflict. The primary objective of this course is to introduce the literature and various topics pertinent to the study of conflict communication. Throughout the semester we will engage in an advanced study of constructive conflict management from a communicative perspective and the communicative processes associated with the manifestations and experiences of conflict across relationships, situational contexts, and cultures. Theories, methodologies, and evolving trends associated with conflict communication research are also explored.

TEXTS

Oetzel, J., & Ting-Toomey, S. (2013). *The Sage handbook of conflict communication* (2nd ed.). Los Angeles, CA: SAGE

A copy of the course textbook is on reserve at the library.
You will also need access to a current APA manual for reference (6th ed.).

You are responsible for obtaining the assigned readings that are <u>available</u> through the university library databases (i.e., journal articles). Those that are unavailable will be provided through blackboard.

ATTENDANCE:

Class attendance (or the lack thereof) will affect the quality of one's performance in this course. Students are expected to be on time for class as tardiness is rude and disrespectful to your instructor and your classmates. In the event that you do miss class, you are responsible for acquiring the notes and materials you missed from one of your classmates.

ACADEMIC DISHONESTY:

All students are accountable for compliance with University regulations regarding academic integrity. Relevant information can be located on the University's web page. If you are in doubt about what constitutes academic dishonesty, speak to me before the assignment is due and/or examine the University web site. Academic dishonesty includes, but is not limited to, cheating on an exam (e.g., copying others' answers, providing help to others, using a crib sheet) or plagiarism of a paper or exercise (e.g., taking material from readings without citation, copying another student's work). <u>Cases of academic dishonesty will result in failure of the course and administrative involvement</u>. Other penalties may also apply. If you have *any* questions or confusion regarding academic dishonesty, please refer to the Hilltopics Student Handbook or ask me.

ACCESSIBILITY:

I am available to discuss appropriate academic accommodations that you may require as a student with a disability. Requests for academic accommodations need to be made during the first week of the semester, except for unusual circumstances, in order for arrangements to be made. Students are strongly encouraged to register with services for students with disabilities for disability verification and for determination of reasonable academic accommodations.

CLASSROOM CIVILITY:

Civility is genuine respect and regard for others: politeness, consideration, tact, good manners, graciousness, cordiality, affability, amiability and courteousness. Civility enhances academic freedom and integrity, and is a prerequisite to the free exchange of ideas and knowledge in the learning community. Our community consists of students, faculty, staff, alumni, and campus visitors. Community members affect each other's well-being and have a shared interest in creating and sustaining an environment where all community members and their points of view are valued and respected. Affirming the value of each member of the university community, the campus asks that all its members adhere to the principles of civility and community adopted by the campus: http://civility.utk.edu/.

DIVERSITY:

The College of Communication and Information (CCI) recognizes and values diversity. Exposing students to diverse people, ideas and cultures increases opportunities for intellectual inquiry, encourages critical thinking, and enhances communication and information competence. Each of us benefits when all viewpoints are heard, thoughtfully considered, and responded to respectfully. Diversity and fairness unite us with the wider professional and global community.

COURSE EVALUATION:

30% Discussion Leader & Critical Response Paper
30% Weekly Reading Responses
40% Research Project
100%

I am always willing to discuss your scores with you and explain my reasons for the grade you earned however, I will not engage in debate with you over a grade you have received. If at any point you want to discuss with me how you can improve your grade on subsequent assignments, please do not hesitate to meet with me. Discussions of grades will involve the individual student and the instructor only; class time will not be used as a forum to address these concerns.

	Description of Work Quality
A **90 - 100**	Work that is truly outstanding and consistently exceptional OR outstanding in most areas and good in others.
B+ **86 – 89**	Work that is good in most areas, significantly distinguishable from average work, AND in some areas exceeds basic expectations
B **80 – 85**	Work that is good and reflective of average work and meets basic expectations
C+ **76 – 79**	Work that is somewhat above the basic standards in many areas fulfills expectations of the assignments.
C **70 – 75**	Work that generally meets the most basic standards in most areas and expectations of the assignment.
F **69 and below**	Work that does not meet the most minimal assignment standards and does not demonstrate an effort to perform at an average level