

COMMUNICATION & CONFLICT (3 Credits)
University of Hawaii, Hilo/Fall 2002 Dr. Becker

Class meetings: M & W, 3:00-4:15 pm

Office: 209 EKH

Office Hours: T & R 12:00-1:20 pm; M & W 2-:2:50 pm

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Course Description:

This course examines the relationship between communication and conflict. The impact of personal history, identity, culture, gender, and power are related to conflict, conflict styles, tactics, and communication. Theories that relate conflict and perception are considered. A variety of assessment and intervention techniques are introduced and practiced.

Objectives:

After successfully completing this course you will be able to: 1) discuss theories on the relationship between conflict and other variables such as personal history and culture 2) explain the ways that communication and conflict are related 3) gain experience in addressing, assessing, and intervening in conflict situations using a variety of techniques and tools 4) improve your ability to manage conflicts with others.

Texts:

Interpersonal Conflict by William W. Wilmot & Joyce L. Hocker, McGraw-Hill Publishing, 6th Edition, 2001.

Nonviolent Communication by Marshall Rosenberg, Puddle Dance Press, 2002.

Grading Criteria:

Attendance.....	10
Preparation.....	20
Assignments.....	20
Group Activities, Role Plays and Practice Sessions.....	20
Quizzes.....	30

Attendance and Participation:

Conflict management cannot be learned only from a text or lecture it needs to be practiced and integrated into behavior. Therefore attendance, participation and preparation are required. You will be given 2 bonus points for perfect attendance; more than three unexcused absences will lower your attendance grade by 5 points for each additional absence. Coming late or leaving early will count as one-half of an absence. You will be expected to come to every class having read the material assigned for that session. To provide you an opportunity to demonstrate that you have prepared for class by doing the required reading, each day when I call role, instead of answering, "present," be prepared to share one thing that you learned from the reading or a question that you have. You should listen carefully to these discussions, as they will allow you to evaluate how well you are understanding the material.

Assignments:

In addition to the required reading you will be given several assignments such as questions to answer from the reading or brief reflection papers about a particular topic. Five of these assignments will be graded; the lowest grade will be dropped. These assignments are designed to better prepare you for a particular session and enhance the classroom experience for everyone. Therefore, these assignments must be completed on schedule; no late assignments will be accepted.

Group Activities, Role Plays and Practice Sessions:

Group activities, role plays, and practice sessions will provide you opportunities to practice conflict management. In order for these activities to be successful, you must familiarize yourself with the ground rules that are established and incorporate them into your behavior. These sessions require sensitivity, excellent listening skills, and respect. Your participation will be evaluated on how well you communicate, listen, and facilitate a supportive learning environment.

Quizzes:

There will be four quizzes comprised of multiple choice, true/false or short answer questions. Material selected for the quizzes will be from the assigned reading and class discussions. The lowest grade will be dropped so there will be no make-ups provided for missed quizzes. If you miss more than one quiz, make-ups will only be provided in the case of documented emergencies.

Special Needs:

If you have a documented learning disability and would like to request accommodation please contact the University Disability Services at 933-0816 (V), 933-3334 (TTY), Campus Center Room 311, early in the semester as possible. If there is anything else I can do to help you succeed in this course, please come and talk with me.