Loyola University
Conflict Management & Communication COMM 231
Fall 2017 Course Syllabus

Instructor: Lambe Bobby Papoulias, Ed.D.
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Office: 111 E. Pearson, #906 Lewis Tower
Office Hours: Monday, 3:00pm – 4:00pm

Class Day(s): Monday
Class Time(s): 4:15PM – 6:15PM
Class Location: Room 013 (School of Communications)

Required Text 1: Interpersonal Conflict – 10th or 11th Edition
Joyce Hocker & William Wilmot
McGraw-Hill, 2011

Required Text 2: Conflict Unraveled: Fixing Problems at Work and in Families
Andra Medea
PivotPoint Press, 2004


Class Focus/Learning Objectives
This course presents current theory and research in interpersonal conflict. Material will be
drawn from the fields of communication, psychology, organizational behavior, and mediation.
The course will emphasize general principles of conflict and conflict management, with
applications to specific areas such as work, family, dating, friendship and marriage.

Conflict management is an exciting and rapidly evolving field. The course will balance theory
with problem-solving. Students will be asked to

OBJECTIVES:
• Understand core principles of conflict management
• Understand the role of the brain in conflict management
• Demonstrate practical knowledge of conflict skills
• Apply conflict theory and skills to actual situations
• Collaborate and participate in classroom problem-solving

How the Class Will Operate
Class will primarily consist of lecture and discussion. We can all learn from each other.
Therefore, you are expected to have read the appropriate text chapters and outside materials
prior to each class. I will facilitate class discussions on the material contained in the assigned readings. We will not discuss all of the materials or content contained in each chapter. However, you will be responsible for it on exams. When possible, we will have guest speakers who are specialists in the areas we are discussing. Emphasis will be on real world application of conflict management principles. Small group discussion and problem-solving will be ongoing.

Course Requirements
1. All text materials will not necessarily be covered in class. However, students are responsible for all assigned readings. Assigned materials must be read before coming to class each day.
2. Other assignments and due dates will be covered/explained in class. Assignments are due on time. One letter grade will be deducted for every day an assignment is turned in late.
3. Students are expected to have active e-mail accounts and to be able to use them.
4. Active class participation is a requirement of this course.

Class Attendance and Professionalism
The seminar format of this class requires that students actively participate in class discussions and team activities. Students are expected to attend every class, arrive on time and be fully prepared to discuss the assigned reading. Students who miss classes are responsible for the material covered, including any changes in class readings or schedules. Failure to participate, lack of preparedness or excessive absences or tardy arrivals will be reflected in final grades. Professional behavior is expected and required from every student in this class; be professional please.

Grading Policies and Assignments
All work will be judged by professional standards. Neat, well-written, typed, carefully edited copy (i.e. no spelling, punctuation or grammatical errors) is expected. Due dates for all assignments will be communicated in class. Assignments are due at the beginning of the class designated.

Class Participation
There will be plenty of opportunity during class sessions to discuss the material, relate the material to personal experience and observations, and probe for even greater understanding of media in general. Just as in the case for media professionals, the ability for each student to discuss, relate and challenge traditional norms will play an important role in the value of the total class experience.

Grading

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>93 - 100%</td>
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<tr>
<td>A-</td>
<td>90 - 92.99%</td>
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<td>B+</td>
<td>87 - 89.99%</td>
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<td>B</td>
<td>83 - 86.99%</td>
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<td>B-</td>
<td>80 - 82.99%</td>
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<td>C+</td>
<td>77 - 79.99%</td>
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<td>73 - 76.99%</td>
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<tr>
<td>C-</td>
<td>70 - 72.99%</td>
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<tr>
<td>D+</td>
<td>67 - 69.99%</td>
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<td>D</td>
<td>64 - 66.99%</td>
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<tr>
<td>D-</td>
<td>60 - 63.99%</td>
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<tr>
<td>F</td>
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**Student Evaluation Points**

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
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<tbody>
<tr>
<td>Group Project/Presentation</td>
<td>100</td>
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<tr>
<td>Writing Assignment</td>
<td>100</td>
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<tr>
<td>Individual Project</td>
<td>50</td>
</tr>
<tr>
<td>Class Participation*/HW/Quizzes</td>
<td>100</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>50</td>
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<tr>
<td>Final Exam</td>
<td>100</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>500</strong></td>
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*Class participation and assignments are essential to a good grade in this course. If you come to class unprepared, or if you do not come to class or fail to complete all of your assignments on time, it will be very difficult to earn a good grade in this course.

**Plagiarism**

Plagiarism is a serious form of violation of academic integrity. Plagiarism is the appropriation for gain of ideas, language, or work of another without sufficient public acknowledgment and appropriate citation that the material is not one’s own. It is true that the very thought probably has been influenced to some degree by the thoughts and actions of others. Such influences can be thought of as affecting the ways we see things and express all thoughts. Plagiarism, however, involves the deliberate taking and use of specific works and ideas of others without proper acknowledgment of the source. Plagiarism on the part of the student in academic work or dishonest examination behavior will result minimally in the instructor assigning a grade of “F” for the assignment or examination. All instances of academic dishonesty must be reported to the chairperson of the department involved.

**Disability**

Any student with a learning disability that needs special accommodation during exams or class periods should provide documentation from Services for Students with Disabilities confidentially to the instructor. The instructor will accommodate that student’s needs in the best way possible, given the constraints of course content and processes. It is the student’s responsibility to plan in advance in order to meet their own needs and assignment due dates.

<table>
<thead>
<tr>
<th>Week</th>
<th>Subject/Chapter</th>
<th>Assignments &amp; Due Dates</th>
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<tbody>
<tr>
<td>1</td>
<td>Introduction, Syllabus Review, Class Introductions and Activity</td>
<td>Read: Ch. 1: Interpersonal Conflict Ch. 1: Conflict Unraveled Due 9/10</td>
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<td>2</td>
<td>No Class: Labor Day</td>
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| 3  | 9/10 | Chapter 1 Review: Interpersonal Conflict  
Chapter 1 Review: Conflict Unraveled | Read:  
Ch. 2: Interpersonal Conflict  
Ch. 2: Conflict Unraveled  
Prepare for Quiz  
Due 9/17 |
|----|------|---------------------------------------------------|-----------------------------------------------|
| 4  | 9/17 | Chapter 2 Review: Interpersonal Conflict  
Chapter 2 Review: Conflict Unraveled  
Group Exercises: Building a Strong Group Foundation  
Quiz 1: Chapters 1-2 (Both Textbooks)  
Group Project Review | Read:  
Ch. 5: Interpersonal Conflict  
Ch. 5: Conflict Unraveled  
Due 9/24 |
| 5  | 9/24 | Chapter 5 Review: Interpersonal Conflict (Group)  
Chapter 5 Review: Conflict Unraveled (Group)  
Individual Project Review | Read:  
Ch. 3: Interpersonal Conflict  
Ch. 3: Conflict Unraveled  
Ch. 4: Interpersonal Conflict  
Ch. 4: Conflict Unraveled  
Prepare for Quiz  
Due 10/1 |
| 6  | 10/1 | Chapter 3 Review: Interpersonal Conflict  
Chapter 3 Review: Conflict Unraveled  
Chapter 4 Review: Interpersonal Conflict  
Chapter 4 Review: Conflict Unraveled  
Quiz 2: Chapters 3-5 (Both Textbooks)  
Writing Assignment Review | Read:  
Ch. 6: Interpersonal Conflict  
Ch. 6: Conflict Unraveled  
Ch. 7: Interpersonal Conflict  
Ch. 7: Conflict Unraveled  
Due 10/15 |
| 7  | 10/8 | **No Class: Mid-Semester Break** | |
| 8  | 10/15 | Chapter 6 Review: Interpersonal Conflict  
Chapter 6 Review: Conflict Unraveled  
Chapter 7 Review: Interpersonal Conflict  
Chapter 7 Review: Conflict Unraveled  
Midterm Exam – Chapter 1-5 Only | Ch. 8: Interpersonal Conflict  
Ch. 8: Conflict Unraveled  
Ch. 9: Interpersonal Conflict  
Ch. 9: Conflict Unraveled  
Due 10/22 |
| 9  | 10/22 | **ONLINE WEEK**  
Watch Online Lecture & Complete Survey  
Chapter 8 Review: Interpersonal Conflict  
Chapter 8 Review: Conflict Unraveled  
Chapter 9 Review: Interpersonal Conflict  
Chapter 9 Review: Conflict Unraveled | Read:  
Ch. 10: Interpersonal Conflict  
Ch. 10: Conflict Unraveled  
Prepare for Quiz  
Due 10/29 |
| 10 | 10/29 | Group Project: Meet with your groups to finalize group project. Practice Presentation and finalize report.  
Quiz 3: Chapters 6-9 (Both Textbooks) | |
| 11 | 11/5 | Chapter 10 Review: Interpersonal Conflict  
Chapter 10 Review: Conflict Unraveled | |
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<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>12/11</td>
<td>Individual Project Presentations</td>
<td>11/12</td>
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<td>11/19</td>
<td>Individual Project Presentations</td>
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<td>11/26</td>
<td>Group Project Presentations</td>
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<td>Final Exam Review</td>
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<tr>
<td>12/3</td>
<td>Extra Credit Assignment</td>
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<td>Writing Assignment Questions/Wrap-Up</td>
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<td>Final Exam</td>
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<td>12/10</td>
<td>Finals Exam Week: Complete Writing Assignment</td>
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<td>Individual Project</td>
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<td>Due During Final Exam</td>
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