A. COURSE DESCRIPTION

Credits: 3
Lecture Hours/Week: *.*
Lab Hours/Week: *.*
OJT Hours/Week: *.*
Prerequisites: None
Corequisites: None
MnTC Goals: None

This course provides an overview of how communication is used in everyday life to create, negotiate, and resolve interpersonal and organizational conflict. Specific topics include communication conflict management theories, conflict styles, impact of sex and gender on conflict communication, listening, bullying and difficult people, collaboration, mediation, and reconciliation. Contexts of conflict will include intimate relationships, family, social media, and workplace settings. Overall, this course prepares students to use communication choices to make conflict more productive in their personal and professional lives.

B. COURSE EFFECTIVE DATES: 08/27/2018 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Apology, Forgiveness, and Reconciliation
2. Assessing Personal and Others’ Conflict Communication Styles
3. Communicating Ethically in Conflict Situations
4. Communicating with Bullies and Difficult People
5. Competitive and Cooperative Conflict Approaches
6. Conflict in Contexts: Family, Intimate Relationships, Organizational
7. Effects of Sex, Gender, Generations, and Culture on Conflict Communication
8. Impact of Social Media on Conflict
9. Listening and Mindful Responding when in Conflict Situations
10. Mediation and Conflict Interventions
11. Power and Trust in Conflict Communication
12. Theories of Communication and Conflict Management
13. Types, Functions, and Outcomes of Conflict
D. LEARNING OUTCOMES (General)

1. assess one’s role in personal and professional conflict situations.
2. examine communication behaviors in contexts (e.g., interpersonal, familial, social media, organizational) that create conflict situations.
3. analyze personal, mediated, and organizational communication conflict messages using the appropriate theories and tools for analysis.
4. demonstrate and compose ethical, mindful, and effective communication when working through conflict situations in personal and professional lives.
5. identify appropriate communication strategies for conflict resolution, to include apology, forgiveness, and reconciliation.
6. identify and explain theories and models of communication and conflict management.
7. articulate and recognize types, functions, and outcomes of conflict.

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted