COMM 3500: Communication and Conflict

A. COURSE DESCRIPTION

Credits: 3
Lecture Hours/Week: 0
Lab Hours/Week: 0
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 historical and contemporary communication conflict management theories, conflict styles, impact of gender and culture 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 critique existing social structures that create conflictual situations and 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. Historical and Contemporary Theories of Communication and Conflict Management
2. Apology, Forgiveness, and Reconciliation
3. Assessing Personal and Others’ Conflict Communication Styles
4. Communicating Ethically in Conflict Situations
5. Communicating with Bullies and Difficult People
6. Competitive and Cooperative Conflict Approaches
7. Conflict in Contexts: Family, Intimate Relationships, Organizational
8. Effects of Sex, Gender, Generations, and Culture on Conflict Communication
9. Impact of Social Media on Conflict
10. Listening and Mindful Responding when in Conflict Situations
11. Mediation and Conflict Interventions
12. Power and Trust in Conflict Communication
13. Types, Functions, and Outcomes of Conflict
D. LEARNING OUTCOMES (General)

1. Assess one’s communicative behaviors and biases in personal and professional conflict situations and develop strategies for self-improvement and conflict resolution.

2. Critique communication behaviors in contexts (e.g., interpersonal, familial, cultural, social media, organizational) that create conflict situations in our communities.

3. Critically analyze personal, mediated, and organizational communication conflict messages using the appropriate theories and tools for analysis.

4. Practice ethical, mindful, and empathetic communication when working through conflict situations in personal and professional lives.

5. Apply appropriate theoretical constructs and communication management strategies to conflict resolution.

6. Identify and explain historical and contemporary theories and models of communication and conflict management.

7. Differentiate the types, functions, and outcomes of conflict.

8. Articulate the role power, gender, and cultural dynamics in communication patterns and how those patterns influence conflict outcomes across diverse perspectives.

9. Synthesize research about specific conflict issues, present findings and provide recommendations for conflict management.

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

   None

F. LEARNER OUTCOMES ASSESSMENT

   As noted on course syllabus

G. SPECIAL INFORMATION

   None noted