

# Course Outline for CMST 463: Interpersonal Conflict

**Summer 2017** | Communication Bldg. 1006: M–F, 1.20 – 3.20 p.m.

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## WHEN YOU CONTACT ME

Email subject line = **CMST 463: *Something specific or informative***

Attachments submitted electronically: **EngstromCraig-Assignmentdetails.docx** (or .rtf).

(Replace my name with yours and assignment details with appropriate information.)

**A. Course Policies and Details:** [craingengstrom.ninja](http://craingengstrom.ninja)

**B. Social:** @\_CraigEngstrom (Twitter) | [craingengstrom.info](http://craingengstrom.info) | [linkedin.com/in/craingengstrom](https://www.linkedin.com/in/craingengstrom)

**C. Course Schedule (Tentative)**

## Important Milestones

### WEEK 1: INTRODUCTION TO CONFLICT & ANALYSIS

#### Monday, June 12: Welcome & Getting Started

- See D2L – Case Method

#### Tuesday, June 13: Analyzing Conflicts

- Wilmot & Hocker: Chapter 7 (All)

#### Wednesday, June 14: Analyzing Conflicts

- See D2L – *Scripts People Live*

#### Thursday, June 15: Nature of Conflict

- Wilmot & Hocker: Chapter 1, pp. 1–21

#### Friday, June 16: Nature of Conflict

- Wilmot & Hocker: Chapter 1, pp. 1–36

### WEEK 2: PERSPECTIVES ON & ELEMENTS OF CONFLICT

#### Monday, June 19: Perspectives on Conflict

- Wilmot & Hocker: Chapter 2, pp. 37–59
- Fisher & Ury: Chapter 1, pp. 3–15

#### Tuesday, June 20: Perspectives on Conflict

- Wilmot & Hocker: Chapter 2, 59–72
- Fisher & Ury: Chapter 2, pp. 19–41

#### Wednesday, June 21: Interests & Goals

- Wilmot & Hocker: Chapter 3: 73–86
- Fisher & Ury: Chapter 3, pp. 42–57

#### Thursday, June 22: Interests & Goals

- Wilmot & Hocker: Chapter 3: 86–104
- Fisher & Ury: Chapter 4, pp. 58–81

#### Friday, June 23: Case Study

- Harvard PON Case Study

### Assignments

- Harvard PON Case Study 1 (6.23)
- Harvard PON Case Study 2 (7.3)
- Reading Notes Pack (7.7)
- Final Exam (7.7)
- Conflict Analysis Paper (7.9)

### Quizzes & Exams

- Quiz 1
- Quiz 2
- Quiz 3
- Quiz 4
- Quiz 5
- Quiz 6
- Quiz 7
- Quiz 8
- Final Exam (Short Answer)

(All quizzes due by July 7, 2017)

### Graduate students (Addition)

- Option 1: Annotated Bib: Choose an article at the end of each of H&W chapter, read, complete annotated bibliography.
- Option 2: Evaluate MOOC (see [coursera.org/specializations/conflict-management](https://coursera.org/specializations/conflict-management))

**WEEK 3: CONFLICT STYLES & TACTICS****Monday, June 26: Conflict Styles**

- Wilmot & Hocker: Chapter 5, 145–173

**Tuesday, June 27: Conflict Tactics**

- Wilmot & Hocker: Chapter 5, 173–187
- Fisher & Ury: Chapter 5 & 6, pp. 82–95; 99–108

**Wednesday, June 28: Emotions in Conflict (Tactics)**

- Wilmot & Hocker: Chapter 6: 211–220
- Fisher & Ury: Chapter 7, pp. 109–130

**Thursday, June 29: Interpersonal Negotiation**

- Wilmot & Hocker: Chapter 8: 247–260
- Fisher & Ury: Chapter 8, pp. 131–145

**Friday, June 30: Case Study**

- Wilmot & Hocker: Chapter 8: 260–277
- Harvard PON Case Study

**WEEK 4: CONFLICT STYLES & TACTICS****Monday, July 3: Case Study, Cont'd**

- Harvard PON Case Study

**Tuesday, July 4: No Class****Wednesday, July 5: Film**

- *The Singing Revolution* (Discuss on 7.6)

**Thursday, July 6: CA Paper Presentations (Small Groups, Discussion)**

- See prompt

**Friday, July 7: Exam**

- See prompt

**D. Activities and Assignments**

<b>Activities / Assignments</b>	<b>% of Final Grade</b>
Case Studies	25%
Quizzes (and Grad Student Activity)	15%
Readers' Notes Pack	10%
Presentations	10%
Conflict Analysis Paper	30%
Final Exam	10%
	<b>100%</b>

## D. Activities and Assignments, Cont'd

**Attendance.** If you miss more than five hours of class, your grade will be reduced by one letter grade. You can read general attendance policies here: [craigengstrom.ninja/attendance-policy.html](http://craigengstrom.ninja/attendance-policy.html).

**Grading Policy.** You can read attendance policy here: [craigengstrom.ninja/grading-criteria.html](http://craigengstrom.ninja/grading-criteria.html)

**Quizzes.** There will be 8 quizzes covering each chapter from the primary textbook (Hocker & Wilmot). You'll be given up to three attempts to complete the quizzes and will receive the average of all attempts. You need to complete all quizzes by July 7, 10 p.m.

**Reading Notes Pack.** You will need to answer in short sentences or bullet-point format a series of questions from the readings. You will type your responses directly into a Word document, which you will then print (or bring on a digital device) on the dates noted. These will be graded with an up-down grade of A (satisfactory completion), C (partial completion), or F (no completion). You will be able to use your reading notes during the final exam.

**Final Exam.** There is a final examination that will consist of two essay questions that will follow a topical or problem–solution format (5–7 paragraphs each). You will be given 8 questions a week in advance of the examination. During the final exam, you will be presented four questions from this list. You will choose two questions and write responses. You will be able to use your reading notes to answer the questions during the exam.

**Case Studies.** We will read two Harvard *PON* Case Studies. In advance of class meetings when we discuss these cases (6.23; 7.3), you will complete a case analysis following a problem–cause–solution format, with heavy emphasis placed on explaining the reasons a solution will resolve a specific problem or how a solution will mitigate causes. These are likely to be 2 pages in length, mainly in bullet-point format.

**Conflict Assessment.** Using the conflict assessment guide on pages 242–245 in *Interpersonal Conflict* (9<sup>th</sup> ed.), you will complete an assessment of an actual conflict. You will include a three- to five-step intervention strategy. You will then present your intervention strategy to the class in a formal presentation. The presentation will likely be structured as follows: conflict background (1–2 mins), key assessment points (1–2 mins), 3- to 5-step intervention strategy (1–2 mins), and justification of strategy (2–3 mins).

**Presentations.** You will be responsible for two impromptu presentations with a group (case studies) and one formal presentation based on your conflict assessment. The formal presentation will be 6–9 mins and will justify, based on course concepts/theories, why your intervention strategy should work. The impromptu presentations constitute 40% of your presentation grade and the assessment presentation constitutes 60%.

**You will be given prompts with detailed criteria for all assignments, except for quizzes.**