

HDDR 6315 Communication and Dispute Resolution  
Southern Methodist University  
Annette Caldwell Simmons School of Education and Human Development  
Dispute Resolution and Conflict Management  
5228 Tennyson Parkway Suite 118  
Plano, TX 75024  
972-473-3425

## **Jan Term 2014**

### **Instructor Information**

**Instructor:** Dr. Betty Gilmore

**Email:** [bgilmore@smu.edu](mailto:bgilmore@smu.edu)

**Hours:** By appointment, Suite 118

**Class Time:** Wednesdays, 6-10:15pm

**Credit:** 3 hours

### **Course Description**

#### **HDDR 6315 Communication and Dispute Resolution**

The course focuses on human communication in the context of conflict. It addresses the challenges of effective communication and its role in resolving conflict. Attention is paid to the most effective methods of communication used in dealing with differences particularly those used by dispute resolution professionals in the processes of negotiation and mediation.

<http://smu.edu/education/disputeresolution/coursedescriptions.asp>

### **Required Reading**

Stone, D., B. Patton & S. Heen (2010). *Difficult conversations: How to discuss what matters most*. Tenth anniversary edition. New York: Penguin Books.

*Tannen, D. (2011) That's Not What I Meant! : How Conversational Style Makes or Breaks Relationships*. New York: Harper-Colins Publishers.

Additional provided course materials

## Objectives and Measurements:

1. Students can analyze interpersonal conflicts.

These analysis skills will be evaluated through in-class case study analyses and in the final project in which students write and analyze a complex conflict case.

2. Students will understand and model communication competence in conflict situations.

This objective will be measured through evaluation of an in-class role play.

3. Students can integrate and synthesize theories and skills learned during the course.

This objective will be evaluated in an analytic paper analyzing a complex conflict.

## Teaching Methods

This class is designed to build analytic ability and to develop communication competence in conflict situations. We will do active learning through discussion, organizational case analyses, role plays and self assessments. It is hoped that the classroom will provide a safe laboratory for “trying on” new conflict behaviors. It is very important that you complete assigned readings by the due date. Class activities will be based on the readings.

## CLASS SCHEDULE AND ASSIGNMENTS

Date	Topics	Readings
Wednesday, October 23, 2013	Introduction to Course Review of Grading and Syllabus Communication Theories	
Wednesday, October 30, 2013	Self-Inventory Conflict Communication Styles	Readings TBA
Wednesday, November 6, 2013	Culture and gender in Communication	Readings TBA
Wednesday, November 13, 2013	Linguistics Conversational Style	Tannen (15-62)
Wednesday, November 20, 2013	Nonverbal Communication	Readings TBA
Wednesday, November 27, 2013 *** <b>Make Up</b>	Difficult Conversations	Stone, Patten & Heen (1-128)
Wednesday December 4,	Difficult Conversations part 2	Stone, Patten & Heen (129-

2013		216)
Wednesday, December 11, 2013	Strategies <ul style="list-style-type: none"> <li>• Framing/Reframing</li> <li>• Narratives</li> </ul>	Tannen (63-82)
Wednesday, December 18, 2013	Strategies <ul style="list-style-type: none"> <li>• Metaphors</li> <li>• Power</li> </ul>	Tannen (82-177)
Wednesday, January 8, 2013	Student Presentations	

**Student Evaluation and Grading Policy**

15% of your grade will be based upon your participation in our discussions and exercises.

The student regularly takes an active role in activities such as role-play, contributing to class discussions, class presentations and additional assignments as required. The student notifies the instructor within the first two weeks of the term if issues hinder participation (e.g., need for ADA accommodation, extreme shyness, cultural considerations, etc.) – such issues will not negatively affect the participation grade. Students must notify instructor prior to any absence and the reason for that absence as soon as possible. The instructor will determine whether or not the absence is excused or unexcused. Make up work will be expected for all absences.

10% of your grade will be based on submission of a personal insight journal (instructions provided in class)

25% of your grade will be based upon your preparation and presentation of a role play. (Instructions will be distributed in class)

50% of your grade will be based upon the preparation and submission of a written assignment. (Instructions will be distributed in class)

**STUDENT EVALUATION AND GRADING SCALE**

93-100 = A Exceptional	A superior / outstanding performance. Has mastered the concepts and adds unique contributes to class discussions.
90-92 = A- Excellent	A very good / admirable performance. Displays understanding in all areas of the class, and contributes successfully to class discussions.
87-89 = B+ Outstanding	Above average performance. A few insignificant flaws may appear, but overall has great application of the field.
83-86 = B Good	A generally satisfactory, intellectually adequate performance. Few significant flaws in performance.

80-82 = B- Adequate	A barely satisfactory performance. Contributes little to class discussions and lacks a clear understanding of concepts.
77-79 = C+ Not sufficient	An unacceptable performance. Unable to engage in class discussions and has little comprehension of theories.

## COURSE POLICIES

### Honor Code

Students are reminded of the SMU Honor Code as referenced in the *Student Hand Book*. Intellectual integrity and academic honesty are both the foundations and the goals for this program. Please reference and review the university policies on the responsibilities, policies, and penalties regarding academic honesty found at:

[http://www.smu.edu/studentlife/PCL\\_05\\_HC.asp](http://www.smu.edu/studentlife/PCL_05_HC.asp)

### Notification of Absence Due to Religious Holy Day(s)

Students who will be absent from class for the observance of a religious holiday must notify the instructor in advance. Please refer to the Student Obligations section of the university catalog for more explanations. You are required to complete any assignments or take any examinations missed as a result of the absence within the time frame specified by your instructor.

### Disabilities Accommodations

Students needing academic accommodations for disability must contact Ms. Christy Raines, Coordinator of Services for Students with Disabilities (214-768-4557) to verify the disability and establish eligibility for accommodations. They should then schedule an appointment with the professor to make appropriate arrangements.

### Add/Drop Policy

If you are unable to complete this course, you must officially withdraw by the university deadline; the last day to Add/Drop regular courses without a grade record or Billing. Withdrawing is a formal procedure which you must initiate; your instructor cannot do it for you.

### Grade of Incomplete

A student may receive a grade of "I" (Incomplete) if at least 50 percent of the course requirements have been completed with passing grades, but for some justifiable reason, acceptable to the instructor, the student has been unable to complete the full requirements of the course. At the time a grade of I is given, the instructor must stipulate in writing to the student and to the University registrar the requirements and completion date that are to be met and the grade that will be given if the

requirements are not met by the completion date. The maximum period of time allowed to clear the Incomplete grade normally is 12 months. If the Incomplete grade is not cleared by the date set by the instructor or by the end of the 12-month Policies and Procedures 25 deadline, the grade of I will be changed to the grade provided by the instructor at the time the Incomplete grade was assigned or to a grade of F if no alternate grade was provided. The grade of I is not given in lieu of a grade of F or W, or other grade, each of which is prescribed for other specific circumstances.

If the student's work is incomplete, poor quality and not acceptable, a grade of F will be given. The grade of I does not authorize a student to attend the course during a later term. Graduation candidates must clear all Incomplete grades prior to the deadline in the Official University Calendar, which may allow less time than 12 months. Failure to do so can result in removal from the degree candidacy list and/or conversion of the grade of I to the grade indicated by the instructor at the time the grade of I was given.

For graduate students, a maximum of two (six hours) concurrently held grades of Incomplete in courses other than thesis is allowed. If this maximum is reached, the student will be allowed to take only one three-hour course per term until the Incomplete total is reduced. Students who accumulate a total of three grades of Incomplete in courses other than thesis will be put on probation and not allowed to enroll further until the total is reduced.

### **SMU EMERGENCY PREPAREDNESS**

As part of the federal government response to the H1N1 (Swine Flu) virus, the Department of Health and Human Services issued a nationwide public health emergency preparedness declaration on April 26, 2009. The declaration was renewed on July 23, 2009 and is currently in force. For the semester ahead, there is concern that the level and intensity of flu cases could increase substantially.

- 1) For updates on the campus-wide status of flu conditions at SMU, please visit <http://www.smu.edu>.
- 2) If flu conditions require cancellation of a class session or other changes for this course, an email will be sent to all class members.
- 3) In the event of a major campus emergency at SMU, course requirements, deadlines, and grading percentages are subject to changes that may be necessitated by a revised semester calendar or other circumstances beyond the instructor's control.