

Southern Methodist University
Main Campus, Dallas, Texas

COURSE SYLLABUS

MEANING OF CONFLICT IN HUMAN RELATIONSHIPS

AN INTRODUCTION TO WAYS OF KNOWING

KNW 2304-001



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Office Hours: 12:00-1:00 p.m.

Best with Notice or by Appointment

Office hours in classroom.



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Best with Notice or by Appointment

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Course Information

Course title: The Meaning of Conflict in Human Relationships, KNW 2304-001

Credit hours: 3

Class meeting time: Mon. Jan. 5 through Fri. Jan. 9 AND Mon. Jan. 12 through Wed. Jan. 14, 2015

All courses meet from 9:00 am to 12 noon AND from 1:00 to 4:00 pm (six hours per day)

Course Description: This course examines the individual and organizational dynamics associated with contemporary relationships. We will ask how people handle conflict at the individual level (micro) and how organizations handle conflict at the systemic level (macro). Both micro and macro behaviors will be analyzed for underlying conflict structures. Delving into research areas such as psychology, neuroscience, communications, anthropology and organizational sciences, we examine the multilayered complexity of conflict.

Benefits of the Course:

- Systematic study of interpersonal conflict is an essential requirement for living in today's world
- Learning specific behaviors will increase the student's repertoire
- Learning to diagnose, analyze, and be strategic in conflict situations will help students navigate difficult situations
- Learning to control emotional reactivity in high-stress moments
- Acquiring the skills of Emotional Intelligence, necessary for leadership
- Because the course is fun!

Our Approach

We like to create a shared learning experience with mutuality of learning among all course participants. Our class can be a forum for trying new ideas, engaging in self-reflection and applying theories while cultivating our capacity to learn. This combination of techniques is known to be the most effective approach to learning. We will learn about psychology and business organizations through readings, exercises, role-plays, reflection and integration.

We begin this course with Parker J. Palmer's observation that:

"Good teaching isn't about technique. I've asked students around the country to describe their good teachers to me. Some of them describe people who lecture all the time, some of them describe people who do little more than facilitate group processes, and others describe everything in between. But all of them describe people who have some sort of connective capacity, who connect themselves to their students, their students to each other, and everyone to the subjects being studied."

In the spirit of connection, we begin. –Dr. Picchioni; Dr. Jackofsky

Course/ Class Format

The course format will be a combination of lecture, class discussion, experiential exercises, cases, and related videos. The emphasis on class discussion and practical applications requires each student to take responsibility for reading and processing the text material before coming to class. What you learn in this class is directly related to the amount of energy that you put into the activities. Additionally, please be aware that students are responsible for all announcements made in class, even if not in attendance.

Required Textbooks and Material

1. *Interpersonal Conflict (9th Ed.)* – Wilmot & Hocker
2. Styles Profile- \$20 pickup and pay first class meeting

Recommended Reading

1. *Thinking, Fast and Slow*, by Daniel Kahneman, ISBN-13: 9780374533557, Farrar, Straus and Giroux (2013)
2. *Negotiation Genius*, by Deepak Malhotra, ISBN-13: 9780553904949
3. *I'm Right, You're Wrong, Now What?* by Paul Fair, ISBN-13:9781401303464
4. *The Difference: How the Power of Diversity Creates Better Groups, Firms, Schools, and Societies* by Scott Page, ISBN-13: 9780691138541
5. *Wisdom of Crowds* by Jim Surowiecki, ISBN-13: 9780385721707
6. *Creative Conspiracy: the New Rules of Creative Collaboration* by Leigh Thompson, ISBN-13: 9781422173343
7. *Conflict Management Coaching* by Cinnie Noble, ISBN-13: 978087739407
8. *Subliminal: How Your Unconscious Mind Rules Your Behavior* by Leonard Mlodinow, ISBN-13: 9780307472250
9. *The Emotional Life of Your Brain*, Richard J. Davison, ISBN-13: 9781594630897
10. *The Brain Advantage*, Madeline L. Van Hecke, ISBN-13: 9781591027645
11. *Why We Make Mistakes, How We Look without Seeing, Forget Things in Seconds, and Are All Pretty Sure We Are Way Above Average*, Joseph T. Hallinan, ISBN: 0767928059
12. *Mistakes Were Made, But Not By Me-* Travis & Aronson, ISBN-13: 9780151010981

13. *Mirroring People Mirroring People: The New Science of How We Connect with Others*- Iacoboni, ISBN-13: 978037421075
14. *The Republic of Choice: Law, Authority and Culture*- Lawrence M. Friedman, ISBN-13: 9780674762619
15. *Predictably Irrational: The Hidden Forces that Shape Our Decisions*- Dan Ariely, ISBN-13: 9780061854545
16. *How We Decide*- Jonah Lehrer, ISBN-13: 9780618620111
17. *Influence: Science and Practice*- Robert B. Cialdini, ISBN-13: 9780205609994
18. *Emotional Intelligence*- Daniel Goleman, ISBN-13: 9780553383713
19. *Social Intelligence*- Daniel Goleman, ISBN-13: 9780553384499
20. *Justice: What's the Right Thing to Do?* – Michael J. Sandel, ISBN-13: 9780374180652
21. *Cannibals and Kings: Origins of Cultures* – Marvin Harris, ISBN-13: 9780679728498
22. *The Age of Empathy: Nature's Lessons for a Kinder Society*- Frans De Waal, ISBN-13: 9780307407764
23. *The Protean Self: Human Resilience in an Age of Fragmentation*- Robert Jay Lifton, ISBN-13: 9780226480985
24. *Cosmopolitanism: Ethics in a world of Strangers*- Kwame Anthony Appiah, ISBN-13: 9780393329339
25. *Sway, the Irresistible Pull of Irrational Behavior*- Rom Brafman & Ori Brauman, ISBN-13: 9780385530606
26. *Origins of Virtue*, Matt Ridley, ISBN-13: 9780140264456

Note: Extra credit will be given if students choose to read and write a brief reflection paper.

Course Objectives

1. Students will learn concept and dimensions of conflict, including their own style.
2. Students will learn to diagnose, analyze, and be strategic in the response to individual and organizational conflict.
3. Students will learn to synthesize material, discuss theories, and show mastery of concepts.
4. Students will learn to distinguish between constructive and destructive conflict at both the individual and organizational level.
5. Students will come to identify the elements that make up intractable conflict in personal and systemic life.

Specific Course Learning Outcomes

1. Students will identify their own conflict style including strengths and weaknesses.
2. Students will have tools and knowledge to diagnose, analyze and be strategic in response to conflict.
3. Students will gain insight to their own and other's perceptions on conflict.
4. Students will acquire tools/ technique to manage conflict.
5. Students will apply knowledge, insight, and tools/ techniques in group discussions and assigned papers.

Grading Scale and Course Requirements

94-100 = A Exceptional	A superior / outstanding performance. Has mastered the concepts and adds unique contributes to class discussions.
90-93 = 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.
84-86 = B Good	A generally satisfactory, intellectually adequate performance. Few significant flaws in performance.
80-83 = 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.

EVALUATION GUIDELINES

Your final course grade will come from a combination of exams, in-class exercises, assignments, and a team project.

There are 3 short papers, one long paper, two exams, and class participation/ attendance points.

ITEM	PERCENTAGE OF GRADE
Final Exam	40%
Role-Plays and Exercises	40%
Participation & Absences	20%
TOTAL	100%

Exams:

You will have one final exam at the end of the semester. Exams will cover text material, lecture, and class discussion. Exams will consist of a variety of testing methods, including short answers/essays, fill-in the blank, multiple-choice questions, and longer essays (some questions based on a case). Students will not be allowed to leave the classroom during an exam.

Attendance & Participation:

The material presented in the course is best understood in an interactive environment with discussions and experience sharing. Your constructive contributions to class discussions and your ability to listen to others are important elements of the class. In order to achieve this environment and to meet the learning goals, students are expected to participate in active discussion, debate, and problem solving. We may at times “cold call” on you to solicit contributions and participations to enhance class discussion. You should note that it is both the quality and quantity of your participation that counts. It is also important to let your classmates express their views during the class period. Please try to respect others’ ideas by listening and providing constructive feedback. Your active participation (and advance preparation when assigned) in these activities will also count towards your class participation grade. Above all be curious, professional, and engaged.

To help facilitate discussion, it is important that others in class know your name. Therefore, students need to use name cards during every class.

Attendance is also a part of your grade. Students are expected to attend and to come on time to class. It is important for you to be in class to understand the entire course. Some of the material discussed in lecture will not be covered in your book. In addition, your being in class contributes to the learning of others in the course.

To determine your class participation grade in as objective a way as possible, we will evaluate each student’s performance after each class and then total the score at the end of the semester.

Evaluation of Class Participation & Reading Assignments

	Needs Improvement 80-83	Developing 84-89	Accomplished 90-93	Exemplary 94-100
Preparation for class/ class discussion	Does not ask questions or make comments that indicate familiarity with topics for class	Rarely asks questions or makes comments that indicate familiarity with the topics prepared for class	Occasionally asks questions or makes observations that indicate reflections some knowledge or readings for class	Regularly asks questions or makes observations that indicate reflection, knowledge or readings for class
Small group participation	Does not participate in small groups in class	Does not actively participate in small groups in class	Participates actively in small groups in class	Participates actively and provides leadership in small groups in class
Class absences	Misses class often	Misses no more than 2 classes w/o prior arrangement	Misses 1 class with prior arrangement	Attends class regularly (no missed classes)

Make-Up Policy

Students missing an exam will receive a zero for that portion of their grade. Only in the case of an extreme emergency will exceptions be considered at the instructor's discretion. (FYI: Work-related absences, minor illnesses, exams in other classes, and pre-planned vacations are not considered an extreme emergency). You must notify the instructors (in person, voicemail, or email) before the scheduled exam/in-class exercise of your situation.

Discipline/ Course/ Department Policies

Late Paper (Assignment) Policy: Late papers accepted only by pre-arrangement with the instructor

Student Responsibilities: Be prepared, attend class and engage in class discussions and activities. Turn in all assignments on time.

Class Decorum: Be respectful. Be punctual, as class will begin on time. Breaks will be given; students must return promptly. Attendance is mandatory; roll will be taken. **Beepers and cell phones must be turned off during class.** Be prepared to participate. Counseling is an interactive profession. Professional respect and courtesy are expected at all times. Do not engage in side-discussions during class as this distracts the instructor and fellow students. No eating is allowed during class.

Attendance policy: Role will be taken for each class session. Regular attendance is very important. One absence will reduce a student's final grade by 5% due to the abbreviated schedule. Two or more absences will necessitate a conference with the instructor.

Additional Policies

Course Grievance Procedures

To ensure that students are treated fairly, I provide an avenue for appealing grades. If you think you were graded unfairly, you may use the following procedure:

1. Within **SEVEN (7)** days of receiving the grade, provide a written appeal.
2. To file an appeal, prepare a **written statement** explaining why you think the grade is incorrect or unfair. Be sure to document your reasons.
3. Submit the written statement together with the graded material (if appropriate). We will consider your complaint and make a decision.

Technology Policy (to be discussed in class)

Communication

It is our goal to make the course a valuable and positive learning experience for all students. Please feel free to visit us during our office hours (or make another appointment) whenever you have any questions or concerns. If you need to contact us via email, be sure to identify in the subject line the general purpose of the communication.

INSTITUTIONAL 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 polices on the responsibilities, policies, and penalties regarding academic honesty.

http://www.smu.edu/studentlife/PCL_05_HC.asp

All papers should reflect your own effort only. Plagiarizing (the misrepresentation of work done by others as being one's own work) is a violation of the honor code. **Plagiarism and other forms of cheating will not be tolerated. Violations will range from a minimum of failing the assignment to failing the course.** In addition, you may be referred to the Honor Council for additional sanctions. Remember to cite all sources of information and ideas to prevent problems. You may not submit the same paper (or substantially similar papers) to meet the requirement of more than 1 course without the written approval and consent of all instructors concerned. If you have any questions about the Honor Code please contact me.

The faculty has the responsibility of encouraging and maintaining an atmosphere of academic honesty by being certain that students are aware of the value of it, that they understand the regulations defining it, and that they know the penalties for departing from it. Students must share the responsibility for creating and maintaining an atmosphere of academic honesty and integrity. Students who are aware that others in a course are cheating or otherwise acting dishonestly have the responsibility to inform the professor and/or bring an allegation to the Honor Council.

If you are uncertain if a behavior is a violation of the Honor Code, you have an obligation to contact your course professor(s) for clarification.

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 at the beginning of the semester by email. After the email notification, the student should make an appointment with the professor to discuss how the missed work will be made up. **These two steps are to be completed at the beginning of the course (within the first two weeks).** Please refer to the Student Obligations section of the university catalog for more explanations (See University Police No 1.9). 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

If you need academic accommodations for a disability, **please contact me by email during the first two weeks of class.** You will also need to contact Disability Accommodations & Success Strategies (DASS) at 214-768-1470 or www.smu.edu/alec/dass.asp to verify the disability and establish eligibility for accommodations. They should then schedule an appointment with the professor to make appropriate arrangements. See University Police No 2.4: an attachment describes the DASS procedures and relocated office. According to DASS policies and procedures, "student must notify instructors at the beginning of each semester and **five days prior to each test** of the agreed-upon reasonable accommodations. It is not a faculty member's responsibility to remember accommodations. **Failure to follow these steps may prevent provision of the agreed-upon reasonable accommodations.**" (Services for Students with Disabilities Policies and Procedures, Section 10.3). If there are

extenuating circumstances that arise during the semester that require some accommodation, please let me know immediately when they occur so I can help you if possible.

EXCUSED ABSENCES FOR UNIVERSITY EXTRACURRICULAR ACTIVITIES:

Students participating in an officially sanctioned, scheduled University extracurricular activity should be given the opportunity to make up class assignments or other graded assignments missed as a result of their participation. It is the responsibility of the student to make arrangements with the instructor prior to any missed scheduled examination or other missed assignment for making up the work. (University Undergraduate Catalogue).

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.

FINANCIAL AID STATEMENT

Students who are receiving any form of financial aid should check with the Financial Aid Office prior to withdrawing from classes. Withdrawals may affect your eligibility to receive further aid and could cause you to be in a position of repayment for the current semester. Students who fail to attend or participate are also subject to this policy.

To apply for financial aid at SMU, students must complete FAFSA (Free Application for Federal Student Aid) on the web at <http://www.fafsa.ed.gov>

UNIVERSITY-SANCTIONED EXTRACURRICULAR ACTIVITIES

Students participating in an officially sanctioned extracurricular activity will be given the opportunity to make up class examinations and in-class assignments. However, it is the responsibility of the student to contact me PRIOR to the absence to make arrangements with me.