

COURSE OUTLINE



COURSE NAME: Conflict and Communication	COURSE NO: CMNS 333
TERM: Spring 2015	COURSE CREDITS: 3
INSTRUCTOR: E-mail Office:	INSTRUCTIONAL HOURS PER WEEK: 4 hours

COURSE PREREQUISITES:

45 credits of post-secondary education at the 100-level or higher

REQUIRED TEXT and OTHER RESOURCES:

Stone, D., Patton, B., & Heen, S. (2010). *Difficult Conversations: How to Discuss What Matters Most*. Penguin Books.

Other required and recommended online resources will be available through the course Moodle (see Appendix 3 for Moodle instructions).

Students are encouraged to consult materials relevant to communication theory at the Capilano University library and through the Communication and Mass Media database, available via the University Library website.

COURSE FORMAT:

3 hours lecture per week for 13 weeks
1 hour per week 4th hour activities (Moodle)

COURSE OUTCOMES:

CMNS 333 seeks to foster a spirit of critical inquiry as to how communication and meaning-making processes relate to the experience of conflict at the interpersonal, group and international level. The course introduces students to problems, issues, and debates within the area of conflict and conflict management and the contribution of communication scholars to the field. It will also foster the development and reflection on personal skills and strategies for dealing with various levels of conflict in a variety of settings.

SPECIFIC STUDENT OUTCOMES:

Students will be able to demonstrate competence in the following skills:

Critical thinking – students should be able to apply critical perspectives in their oral and written discourses on communication

Analytical reading – students should be able to exercise analytic strategies in their engagement with academic texts

Argumentation – students should be able to use evidence, authority and logical strategies in the presentation and defense of their ideas

Self-analysis – students should be able to subject their own opinions to critical analysis

Upon successful completion of this course, students should be able to demonstrate competence in the following abilities and skills:

ABILITIES		LEVELS 1 → 6
COMMUNICATION	C1. Recognise and define theoretical frameworks for understanding the social and cultural dimensions of communication	1-2
	C2. Apply theoretical frameworks to a reflexive analysis of students' own communication	2-3
ANALYSIS AND DECISION-MAKING	A1. Identify and describe broad traditions in communication theory	1-2
	A2. Recognise the applicability of theoretical models for understanding phenomena pertinent to communication	1-2
	A3. Apply theoretical frameworks for the analysis of communication phenomena	2-3
SOCIAL INTERACTION	S1. Participate in discussion of issues in communication and communication theory	1-3
	S2. Recognise and define applicable theoretical frameworks for understanding and conducting social interactions	1-2
CITIZENSHIP, SUSTAINABILITY AND GLOBAL PERSPECTIVE	G1. Recognise and define frameworks for understanding intercultural communication	1-2
	G2. Recognise and define key frameworks for the analysis of the social and ethical dimensions of communication and media	1-2

*See Faculty of Business & Professional Studies – Our Commitment to Assessment and Constructive Feedback for description of the six “Levels” of Comprehension.

EVALUATION PROFILE

Assessment	% of Final Grade	Individual /Group	CAPabilities Assessed			
			Communications	Analysis and Decision Making	Social Interaction	Citizenship and Global Perspectives
Quiz (3@ 10% each)	30%			15% (understand, apply and assess theory)		15% understand the wider significance of theory
Interpersonal/ Group Conflict Case Study	15%		5% (writing quality; presentation of argument)	5% (understand, apply and assess theory)		5% (self-reflection; understand wider significance of theory)
International Conflict Briefing Paper	15%		5% (writing quality; presentation of argument)	5% (understand, apply and assess theory)		5% (self-reflection; understand wider significance of theory)
War and Peace Journal	15%					15% (self-reflection; understand wider significance of theory)
Negotiated Agreement	15%		5% (writing quality; presentation of argument)	5% (understand, apply and assess theory)		5% (self-reflection; understand wider significance of theory)
Participation & Professionalism	10%			2% (relevance of questions in relation to course material)	3% (listening & speaking skills)	5% effective class participation
Total	100%					

COURSE CONTENT/SCHEDULE:

Date	Topic	Pre-class readings	In-class or assignments
Week 1	Introduction to Conflict and Communication	Begin reading "Difficult Conversations"	View video "No time to think" on Moodle and make notes on questions to discuss
Week 2	Contributions of CMNS theory to Conflict Management	"Mistakes were Made" "Introduction to Conflict Resolution: Concepts and Definitions"	
Week 3	Interpersonal Conflict	Select one research article on interpersonal conflict and answer questions for class discussion	

Week 4	Managing Difficult Conversations – Conflict Competence	"The Emotional Side of Conflict" and answer questions for class discussion "Difficult Conversations" chpts 1-6	
Week 5	Organization and Group Conflict	Case Study #1 Coquitlam School/Family Conflict for group discussion.	Quiz #1 on Interpersonal Conflict
Week 6	Negotiation and Mediation	"What is Negotiation?"	Case Study due Negotiated Agreement assigned
Week 7	Cross Cultural Conflict	"Managing Confrontations: Lessons from Abroad"	Negotiated Agreement due
Week 8	Environmental Conflict	"Conflict about Hazards and Risks"	Quiz #2 on Group Conflict
Week 9	International Conflict	"Building Cultures of Peace: The Role of Intergroup Dialogue"	Briefing paper on international conflict assigned
Week 10	Media and Conflict	"Conflict Resolution, the Media and the Communication Revolution" "The Argument Culture"	
Week 11	Identity, Culture and Conflict	"Ethnicity, Race and Nation" "Religion and Conflict"	Briefing paper due
Week 12	Terrorism and Violence	Select one research article on terrorism and answer questions for class discussion	Quiz #3 on International Conflict War and Peace Journal due
Week 13	Course Wrap-up		
Weeks 14-15	Final exam period		

UNIVERSITY POLICIES

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Cheating and Plagiarism, Academic Probation and other educational issues. These and other policies are available on the University website.

In addition to the policies of the university, the School of Communication has the following policies governing the management of our classes and curriculum.

SCHOOL OF COMMUNICATION POLICIES

Examination and Pivotal Presentation Exemption Policy

All students are required to appear and write their scheduled Mid-Term and Final examinations, and to produce, by the assigned date, all pivotal presentations, individual and/or group, unless they meet one of the following criteria:

“Medical Exemption” will be considered, if:

Within the ten calendar days prior to a mid-term or final examination, or within ten days of a pivotal presentation, **a student falls ill or is injured.**

“Falling ill” is defined as being formally advised by a physician of the need to isolate oneself for the purpose of preventing communication of disease or infection to others; being advised by a physician of compromised immunity that requires isolating oneself from contact with others to prevent communication of disease or infection to themselves, or; being in a physical state of health which so compromises a student’s ability to function, physically or cogitatively, during the ten days prior to the examination or presentation date.

“Injury”, for the purpose of Exemption, is defined as sudden, unanticipated physical harm that renders the applicant physically incapable of attending campus or, in such physical distress that the student is specifically advised by their physician to abstain from appearing at their examination or presentation. Students who are prescribed medication(s) to treat their injury and who believe that the medication(s) may be impairing their ability to successfully prepare for or write their examination or presentation may provide written evidence of their concerns as verified by their physician.

“Catastrophic Personal Loss Exemption” will be considered, if:

Events occur in the student’s life that are of such scope as to sufficiently distract a student from the examination or presentation preparation period, or from appearing at or adequately focusing on, the scheduled examination or presentation itself. This could include; loss of housing due to eviction, flood or fire; or death of an *immediate* family member*. (Defined as a sibling, parent or grandparent, child, partner or spouse, parent or step-parent, aunt, uncle, niece, or nephew and first cousins.) Immediate family member *does not include* general acquaintances.

Circumstances that may qualify as a personal loss could also include an immediate family member being diagnosed with a significantly life-altering or life-threatening illness or injury. In *all* of the above scenarios, a physician’s letter or other specifically requested documentation must be provided to satisfy the Instructor as to the validity of the claim, and must be provided within ten calendar days prior to the date of the exam or presentation. If an instructor agrees with the request for Exemption, the request for *must* be presented by the instructor to the Chair of the School of Communication for consideration and his/her approval. No request for

Exemption will be considered approved by virtue of submission, and will remain as merely “under consideration” until approved or rejected by the Chair.

Any student who applies for and receives an Exemption will be assigned a Future Examination or Presentation Date: this date is non-negotiable. Failure to appear on/at the single date and time assigned by the instructor will result in an automatic “0” grade for that exam or assignment. This “0” grade may not be appealed or contested, and will not be changed.

Attendance:

Regular attendance and punctuality are both essential and expected due to the nature and format of the course materials.

Cheating and Plagiarism:

Cheating is an act of deceit, fraud, distortion of the truth, or improper use of another person’s effort to obtain an academic advantage. Cheating includes permitting another person to use one’s work as their own. Plagiarism is the presentation of another person’s work or ideas as if they were one’s own. Plagiarism is both dishonest and a rejection of the principles of scholarship. Information about how to avoid plagiarism by proper documentation of sources is available in the Writing Centre and is published on the University website in the University Policies page.

Penalties for Cheating and Plagiarism:

A grade of ‘0’ for an examination, quiz or assignment or ‘F’ for the course may be assigned if cheating or plagiarism has taken place. First incidents deemed by the instructor to be particularly serious or second or subsequent incidents of cheating and plagiarism will be dealt with under the provisions of the University Policy on Cheating and Plagiarism (See the University website). All students should familiarize themselves with the University Policy on Cheating and Plagiarism as such behaviour can result in suspension from the University.

Incomplete Grades:

Incomplete grades will not be given unless special arrangements have been made with the instructor prior to the date set by University Administration.

Professional Behaviour:

Students must demonstrate a professional attitude and behaviour toward work, fellow students and their instructors. Each student should demonstrate reliability, respect for and co-operation with colleagues. A willingness to work calmly and courteously under difficult conditions as well as a determination to achieve first-class work while meeting deadlines is necessary in the School of Communication. Students should have respect for equipment and systems. Students should display a constructive response to criticism.

Copyright Policy:

Students are expected to familiarize themselves with and abide by the University’s Copyright Policy. The University’s Copyright Policy is published in the University website.

PROGRAM POLICIES – Capilano School of Communication

In addition to Capilano University and Faculty of Business & Professional Studies policies, the School of Communication has the following policies governing the management of our classes and curriculum.

Missed Exams and Quizzes:

Missed exams or quizzes will receive a grade of "0" unless PRIOR arrangements (wherever possible) are made with the instructor. Permission to make up an exam will only be given in extraordinary situations such as illness of the student or the death of a close family member. In the School of Communication Policies section of this outline, see "Examination & Pivotal Presentation Exemption Policy". A doctor's certificate, or other proof supporting the reason for the absence, will be required.

English Usage:

All assignments are marked for correct English usage, proofreading and formatting.

Grading Profile:

A+	90-100%	B+	77-79	C+	67-69	D	50-50
A	85-89	B	73-76	C	63-66	F	0-49
A-	80-84	B-	70-72	C-	60-62		

COURSE LEVEL POLICIES

In addition to Capilano University and Capilano School of Communication policies, the following policies govern the management of this class and its curriculum.

Assignments:

Homework assignments are due at the **start of class** on the due date unless otherwise advised by your instructor. Late assignments will only be accepted if prior approval for a late submission date has been given by the instructor.

Programmable Tools:

Please note the use of programmable items such as calculators, dictionaries etc. is forbidden during tests, quizzes, and exams. Cell phones are not to be brought to any test, quiz, or exam.

Additional clarification/expansion of departmental or faculty level policies at the discretion of the instructor.



CAPILANO UNIVERSITY VISION, MISSION and GOALS

UNIVERSITY VISION

Students are drawn to our dynamic and unique programs, passionate faculty, welcoming staff, and close-knit learning environment; graduates are independent learners, thinkers, and doers actively contributing to their communities.

UNIVERSITY MISSION STATEMENT

We are a teaching-focused university offering a wide range of programs and services that enable students to succeed in their current studies, in their ongoing education, in their chosen careers, in their lifelong pursuit of knowledge, and in their contribution as responsible citizens in a rapidly changing and diverse global community.

UNIVERSITY GOALS

Arising from the Mission statement, the Institutional Goals are broadly defined as the general areas of success that are desired for all students. From the Mission, the Institutional Goals are:

- Student success in ongoing education
- Student success in chosen career
- Student success in lifelong pursuit of knowledge
- Student success in contributing as responsible citizens in a rapidly changing and diverse global community

In order to support student success in these areas, the institution has identified seven broad learning outcomes for students in all programs.

These **institutional student learning outcomes** are:

1. Self-directed learning, awareness, and responsibility
2. Up-to-date information gathering and research skills
3. Communication skills
4. Quantitative reasoning ability
5. Group and social interaction skills
6. Creative, critical, and analytical thinking skills
7. Community/global consciousness and responsibility

SCHOOL OF COMMUNICATION

MISSION STATEMENT

The mission of the School of Communication is to train students in applied communications that develop writing and speaking skills in preparation for employment and for further study. This mission supports the mission of the University to enable student success in applied studies and chosen careers.

PROGRAM OUTCOMES

Knowledge To develop students' understanding that jobs in the communications industry demand professional standards, from concept to drafting, organization, layout and editing. To provide an overview of the range of skills and strategies required for working in corporate, community, and government communications fields.

Skill To provide opportunities for students to write to professional standards and to develop pose as a speaker in a variety of contexts

Value This program values opportunities for students to recognize that writers with general skills must adapt quickly to changing requirements.

STUDENT LEARNING OUTCOMES

Demonstrate competence in editing for spelling, grammar, format and style.

1. Write to professional standards by composing research reports, proposals, general business correspondence, media releases, brochures, and advertisements.
2. Demonstrate competence in researching primary and secondary sources to compose research reports.
3. Apply APA style to research reports.