

CST 344W-02 fall 2007
NEGOTIATION AND CONFLICT MANAGEMENT
Curry 238 tu/th 9:30-10:45am

Department Mission and related focus areas:

"We research, teach, and practice communication to cultivate the ethical voices of people that speak in critical, constructive, and transformative ways to identities, relationships, and communities"

CST 344 falls primarily within focus area 2: "Voices of change, diversity/difference, and conflict" as well as focus area 3: "Voices of identity and relationships."

Dr. Kellett

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Office hours: tu/th 10:45-11:45

Required Text:

Kellett & Dalton (2001): *Managing conflict in a negotiated world: A narrative approach to achieving dialogue and change.* Sage.

Class Goals:

1. Develop an understanding of the communication processes involved in creating, maintaining, escalating, and managing conflict in various life contexts. These contexts include personal and family relationships, groups, workplaces, and communities.
2. Develop a specific understanding of the theory and skills of narrative research methodology necessary to effectively collect/re-collect and analyze conflict experiences, and develop the dialogue and negotiation skills that necessary to effectively manage a conflict.
3. Apply this understanding of conflict processes and management to a variety of communication contexts.
4. Use the collection, writing, and theoretically grounded interpretation of personal narratives to explore experiences of conflict communication—including yours. In line with the guidelines for "Writing intensive" courses we will use various writing perspectives (self, other, poetic) as an "intensive" way to represent and understand conflict.

Assignments:

1. Two exams: #1 over Introduction,1,2,3,4. #2 over 5,6,7,8. 200 points each. #2 is non-cumulative. (400 points.)
2. Three personal narrative methodology papers (100, 100, 200). These include personal, perspectival, and poetic narratives, along with your analysis of them using chapter issues/techniques. 400 points.
3. Participation. 200 points (Criteria include punctuality, participation/involvement, preparedness for discussions, attitude to learning, etc.).
4. Roles and work tasks for each class will be set up prior to the class normally through blackboard.

Grade Scale:

A=900-1000 B=800-899 C=700-799 D=600-699 F=below 600
(plus and minus are in thirds of these categories.)

Class Rules:

1. Please see the UNCG academic integrity/honor code--see the undergraduate bulletin/handbook. You must abide by all of the conditions of the code. This includes handing in only your own original work.
2. Professional communication standards must be maintained in all aspects of the course. This includes **punctuality**—be on time, and **participation**—read the chapter materials, prepare the stories, and get

involved with the discussion. This rule also includes **confidentiality**—we will be discussing personal stories and these must not be shared publicly outside the class when they are personal in nature.

3. One unexcused absence is allowed--then you lose a letter grade for each one thereafter. Medical or bereavement based absences are excused and must be submitted in writing to me. Leaving class early and coming late **will** both be classified as a complete absence.
4. All submitted work is typed, and professional standards of presentation apply.
5. Work is due on the assigned day, or you will lose a letter grade for that assignment unless it is approved by me.
6. If I am late, wait 10 mins then you are excused.

Topic Semester Format:

Jan

Tu 15: Course, book and class intro.

Th 17: Chapter 1 discussion.

Tu 22: Chapter 1 cont.

Th 24: Chapter 2 discussion.

Tu 29: Cont.

Th 31: Chapter 3 discussion

Feb

Tu 5: Cont.

Th 7: Chapter 4 discussion.

Tu 12: Cont. Assignment instructions handout.

Th 14: Project instructions: Writing and analyzing personal narratives for paper 1.

Tu 19: Personal writing time and individual consultations.

Th 21: Exam 1: over 1-4 and introduction.

Tu 26: Informal presentation/discussion of first narrative papers (main lessons about conflict, and impact of writing process on learning).

Th 28: Cont. Papers are due by 5pm in hard copy @ my office.

March

Tu 4: Chapter 5 discussion

Th 6: Cont. Assignment instructions handout. Instructions on writing and analyzing personal narratives for paper 2.

Tu 11 & 13 Spring-break no class

Tu 18: Ch 6 discussion: workplace conflicts.

Th 20: Prof Brenda Allen lecture "Communicating difference matters" (Harriet Elliott lecture EUC auditorium)

Tu 25: Personal writing time and individual writing consultations/workshop--optional attendance.

Th 27: Informal presentation/discussion of second narrative (main lessons about conflict, and impact of writing process on learning). Papers are due by 5pm

April

Tu 1: Chapter 7 discussion

Th 3: Cont.

Tu 8: Chapter 8 discussion

Th 10: Cont. Assignment 3 instructions handout.

Tu 15: Instructions on poetic narrative writing and analysis.

Th 17: Individual writing time

Tu 22: Informal presentation/discussion of third narrative (main lessons about conflict, and impact of writing process on learning).

Th 24: Cont. Papers are due by 5pm.

Tu 29: Conclusion, future conflict management plan. Course evaluations

Th May 1: Exam part 2. Over ch's 5-8

There is no "cumulative" final exam for the course

