COMM F353 Conflict, Mediation & Communication  
Course Outline and Syllabus  
May 12-23 Maymester 2014

Professor:  Dr. Peter A. DeCaro  
Office:  Grue 503G  
Office phone:  474-6799  
Office hours:  MTWR 3:00-4:00pm and by appointment  
Classroom:  Grue 410  
MTWRF 10:00am – 3:00pm

Office:  Grue 503G  
email:  padecaro@alaska.edu

Required Textbooks:  
“Getting To Yes.” Fisher & Ury: Penguin Books

Course Description:  
COMM F353 is designed to give the student a practical foundation in the processes of negotiation and mediation. Students will learn the process of “principled” negotiation practices, followed by practical approaches to managing and resolving third party conflicts. This course focuses on organizational and practical business conflict resolution.

Prerequisites:  Any F100-level communication course or permission of instructor.

Course Objective:  
General:  At the conclusion of this course, the student should be able to:  
1. Understand the nature of conflict.  
2. Know the differences between negotiation, mediation, and how to effectively utilize each one.  
3. Know how to organize and develop dispute resolution teams.  
4. Know how to develop realistic options for resolving conflict  
5. Understand how power is utilized in dispute resolution.  
6. Understand the strategies of tactics of a negotiator and a mediator.  
7. Understand ethics and its relationship in the dispute resolution process.

Final Grade is based upon:  
F&U Chapter Work Sheets  5@ 50 pts. = 250 pts.  
Cumulative Exam  250 pts.  
In-class assessment  30 pts. per day X 10 days  300 pts.  
800 pts.

Grade criteria:  
Grade criteria: +/- grading system based on percentage of total points  
A+ = 97-100  
A= 93-96  
A-=90-92  
B+=87-90  
B = 83-86  
B-=80-82  
C+=77-80  
C = 73-76  
C-=70-72  
D+=67-70  
D = 63-66  
D-=60-62  
F = 59 and below
COURSE/PROFESSOR POLICIES AND PROCEDURES

Attendance: Two or more class absences are grounds for automatic failure of the course. A student arriving 10 minutes after the scheduled class starting time will not be admitted; or leaving before the end of the class, is considered absent unless the instructor has granted prior approval.

Once the door is closed please do not attempt to enter the classroom.

Extra Credit: I do not offer extra credit so please do not ask for it.

Incomplete Grade Assignment: I do not issue incomplete grades.

Statement of Policies for this Course:

Student Responsibilities:
Academic Integrity: I do not tolerate any form of plagiarism. If you plagiarize or cheat you will receive a grade of F for the course. Write your own papers – do your own work - if you co-write papers that is plagiarism. Cheating and plagiarism are operationally defined as submitting an assignment without proper identification of sources or presenting someone else’s ideas as your own. Both infractions are grounds for failure and other university prescribed actions. If you have any questions regarding this issue, consult me or your student handbook.

Policy on disruptive behavior: Disruptive behavior includes, but is not limited to, listening inattentively to the instructor or other students (e.g., talking while the instructor is lecturing or while other students are giving speeches), monopolizing class discussions, being impolite to the instructor or other students, being disrespectful to the instructor or other students, using inappropriate language, (includes cursing and racist language) and texting during class. Because disruptive behavior often has a negative impact on students’ ability to learn, such behavior will not be tolerated. It is the goal of the instructor to create and maintain a “safe” environment for all students to learn in. If the instructor finds it necessary to ask one or more students to stop exhibiting any disruptive behavior, then each student exhibiting that disruptive behavior will be informed that any repeated behavior (e.g., exhibiting disruptive behavior on more than one occasion during the same class period or during more than one class period), the student(s) will be permanently removed from class and earn a grade of F.

Students with learning challenges: “It is the policy of UAF to accommodate students with a physical or medically documented learning challenge, pursuant to federal and state law. Any student with a disability who needs accommodations, for example in seating placement or in arrangements for note-taking, examinations, or access to information on the web, should inform the instructor at the beginning of the course (during the first week). Students with disabilities are also encouraged to contact the Center for Health and Counseling at (907) 474-7043 or TTY (907) 474-7045. Information can be found on the web at http://www.uaf.edu/chc/disability.htm. This office will arrange, coordinate, and provide a variety of support services designed to ensure educational access and to enhance individual development of students with disabilities.”

The Writing Center: is available for students to improve their writing skills. The center is located on the eighth floor of the Gruening Building. Students can receive help at the center at any stage in their writing process, from brainstorming to final editing. Tutors are available for one-on-one sessions and can help students with grammar, spelling, punctuation, organization, and style.

Cell Phones — please put ALL cell phones on vibrate, or turn them off, and in your backpack, purse, etc. Cell phone disruptions will be cause for permanent removal from class. Please do not use your cell phones or electronic devices while in class or have them on your desk or in hand. Cell phone disruptions will be cause for permanent removal from class. NO Laptops. NO Headsets. NO MP3’s, NO IPAD™S, IPODS, etc. If you are expecting an emergency cell phone call or use your cell phone alarm clock to remind you to take prescription medication, please notify me at the beginning of the class.

All cell phones must be put away prior to the beginning of class. Please refrain from using any electronic device while in the classroom unless first discussed with the instructor.

Plagiarism: Please DO NOT plagiarize. If you do not know what constitutes plagiarism please read the university catalogue. If, after reading it, you still do not understand what constitutes plagiarism, please ask me, I’ll be most accommodating in explaining its definition. Plagiarism will result in an automatic failure of the course.

Class Involvement: Your total class involvement score has a maximum value of 100 points. Your total class involvement score will be based on the degree to which you meet the following criteria:

* Attending class on a regular basis
* Participating productively in class discussions
* Asking relevant questions
* Taking part in class activities (Some class activities may have specific point values associated with them.)
* Listening attentively to the instructor and other students (e.g., not talking while the instructor is lecturing or while other students are giving speeches)
* Being prepared for class (e.g., completing the assigned reading and submitting written work on time)
* Arriving to class on time
* Not leaving class before class is officially over
* Being polite and respectful to the instructor and other students
* Refraining from monopolizing class discussions

**BLACKBOARD:** The instructor uses Blackboard for items such as the course syllabus, announcements, reading assignments, and grade book. All official emails will be generated from Blackboard, which means you will need to check your UAF email account.

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**All Written Assignments or Papers:** Unless other directions are given, ALL PAPERS MUST BE TYPED (OR COMPUTER-PRINTED), DOUBLE-SPACED, WITH ONE INCH MARGINS ON WHITE, NON-ERASABLE PAPER. NO “SCRIPT” FONTS ARE ACCEPTABLE. If you use a computer (and you should), please limit yourself to one font and one font size—10 or 12. Use LEFT MARGIN justification. The complete paper should be stapled once in the upper left-hand corner—folders are not acceptable, nor is “saddle-stitching.” Papers must have a cover sheet with the student’s name, paper title, name of the course, and the date submitted. You should retain an electronic backup, or photocopy, of any written work which is submitted for evaluation. Please DO NOT email your papers. I WILL NOT ACCEPT HANDWRITTEN PAPERS UNLESS YOU HAVE BEEN INSTRUCTED TO DO SO.

All writing assignments must be completed and submitted on date due in order to receive a passing grade in the course. Papers submitted for evaluation after the designated due date will not be accepted unless arrangements have been made with the professor in advance. No late papers will be accepted for credit. At the discretion of the instructor, points will be deducted for spelling, grammatical, and syntactical errors.

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**DATE:**
**LECTURE-DISC/EXERCISE**
**READING ASSIGNMENT**

**Prior to May 12** Read F&U Ch.#1, 2

12
- Introduction to course
- Discuss F&U Ch.#1, 2
- In-class Ch.#2 worksheets

13
- Discuss F&U Ch.#3 & 4
- Ch.#3 & 4 worksheets due
- Discuss CPC & TBS
- In-class workshops

14
- Discuss F&U Ch.# 5 & 6
- Ch.#5 & 6 worksheets due
- In-class workshops

15
- Discuss F&U Ch.#7 & 8
- Ch.#7 & 8 worksheets due
- In-class workshops

For May 13 Read F&U Ch.#3 & 4
For May 13 Assign Ch.#3 & 4 worksheets

For May 14 Read F&U Ch.#5 & 6
For May 14 assign Ch.#5 & 6 worksheets

For May 15 Read F&U Ch.#7 & 8
For May 15 assign Ch.#7 & 8 worksheets
<table>
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<tr>
<th>Week</th>
<th>Topic</th>
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| 16   | Mediation discussion  
|      | Handout Mediation notes  
|      | In-class workshops |
| 19   | Mediation discussion  
|      | Handout Mediation notes  
|      | In-class workshops |
| 20   | Mediation discussion  
|      | Handout Mediation notes  
|      | In-class workshops |
| 21   | Mediation discussion  
|      | Handout Mediation notes  
|      | In-class workshops |
| 22   | Mediation discussion  
|      | Handout Mediation notes  
|      | In-class workshops |
| 23   | Cumulative Exam |

The instructor reserves the right to change the syllabus.