

**AMBERTON UNIVERSITY**  
**e-COURSE SYLLABUS**

**HBD6771.E1 Conflict Management & Resolution**  
**Summer 2020**

**PROFESSOR INFORMATION:**

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**COURSE INFORMATION:**

HBD6771.E1 Conflict Management & Resolution  
Level: Graduate  
Beginning Date of Session: Saturday, June 13, 2020  
Ending Date of Session: Thursday, August 20, 2020  
**Student access available to the Student Portal: Saturday, June 13, 2020**

*Students enrolled in distance learning courses are not assessed any additional fees for security or identity verification.*

**COURSE PREREQUISITES:**

None

**TEXTBOOK(S) AND REQUIRED MATERIALS:**

Title: Interpersonal Conflict  
Author: William Wilmot, Joyce Hockertt  
Publisher: McGraw-Hill Higher Education  
Year Published: 2018  
Edition: 10th  
ISBN: 13: 9780073523941  
Price: Available at <http://amberton.ecampus.com>

Amberton University has an agreement with eCampus.com to provide a full-service online bookstore to students. The Amberton University Virtual Bookstore is accessible through the University's website, [www.Amberton.edu](http://www.Amberton.edu). There is also a bookstore link in the Student Portal.

The AU Virtual Bookstore provides an easy to use interface, online buyback of books, and same day shipment of most titles with an average delivery time of 2-3 days depending on the student's location. Textbook options include new, used, rental, and electronic media as available.

Since no books are sold on campus, students should plan accordingly and purchase their books in advance of the first day of class, allowing time for shipping. Be certain you are enrolled in the course before purchasing your book(s). All textbook information (Title, Author, ISBN, etc.) is available in the course syllabi so students can shop competitively. Most textbooks can be purchased from many different textbook vendors. Some textbooks may only be available on the University's Virtual Bookstore. Students should be careful to obtain the exact resource(s) required for the course.

**APA Requirement**

APA (American Psychological Association) style is most commonly used to cite sources within the social sciences. This resource, revised according to the 6<sup>th</sup> edition, second printing of the APA manual, offers examples for the general format of APA research papers, in-text citations, endnotes/footnotes, and the reference page. For more information, please consult the *Publication Manual of the American Psychological Association*, (6<sup>th</sup> ed., 2<sup>nd</sup> printing). All coursework at Amberton University will comply with the standards contained in the APA Publication Manual.

## COURSE COMPETENCIES:

The following represents the course competencies for this class. Competencies are equivalent for all lecture and distance learning courses. Following each competency is the assignment used to gain mastery of this area of study.

The course presents a discussion of the nature of conflict and the origins and strategies used in managing conflict for productive results. Interpersonal, intergroup, and organizational conflicts are studied.

## UPON COMPLETION OF THE COURSE, THE STUDENT WILL BE COMPETENT IN:

1. Comparing and contrasting interpersonal and intrapersonal conflict.
2. Comparing and contrasting constructive and disruptive conflicts.
3. Examining the value of conflict.
4. Investigating preexisting conditions of conflict.
5. Differentiating among content goals, relational goals, identity goals, and process goals.
6. Analyzing power, power currencies and power balancing.
7. Identifying conflict patterns.
8. Discussing the roles of self-disclosure and feedback in a conflict situation.
9. Identifying personal styles of conflict resolution.
10. Detailing the role of the belief system in conflict, emphasizing beliefs that are conducive to problem solving.
11. Differentiating between process and content leadership in formal conflict resolution strategies.
12. Integrating systems theory as an organizing framework in conflict.
13. Comparing and contrasting competitive, accommodative, and collaborative tactics in conflict resolution.
14. Assessing the need to review and adjust perceptions and attitudes in a conflict situation.
15. Investigating the process of individual behavior change with regard to the management of conflicts.
16. Analyzing the process of searching for alternatives in a conflict situation.
17. Applying the assessment and intervention process to a conflict scenario.
18. Understanding the nature of forgiveness and reconciliation.

## COURSE POLICIES:

(Late assignments will be penalized 15 points.)

### ***Student's Responsibilities***

This syllabus contains information, policies and procedures for a specific course. By enrolling, the student agrees to read, understand and abide by the policies, rules, regulations, and ethical standards of Amberton University as contained in the current university catalog and schedule of classes.

### ***Attendance Policy:***

Amberton University expects regular and punctual class attendance by all students. For both lecture and online courses, attendance and participation are extremely important in order for students to receive a quality education. In case of an absence, it is the student's responsibility to contact the professor as soon as possible. If a student intends on withdrawing from a course, it is the student's responsibility to follow Amberton's policy on formally withdrawing from a course. Ceasing to attend or participate in classes **does not** constitute an official withdrawal. All withdrawals must be submitted by the student; but the university administration may submit a withdrawal under special circumstances.

### ***Plagiarism Policy***

Plagiarism is using another person's work as your own. Plagiarism is a violation of the University's code of student ethical conduct and is one that is taken seriously. Amberton University operated on an honor system, and honesty and integrity are essential characteristics of all who are associated with the institution. All Amberton University students are expected to abide by the honor system and maintain academic integrity in all of their work. Amberton University and its instructors monitor student work for plagiarism and reserve the right to submit such work to technology-based anti-plagiarism services and applications at any time.

## COURSE OUTLINE AND CALENDAR:

(This course requires the student to read the text and answer questions concerning the application of the content.

Week	Topic	Assignment	Competencies Covered	Due Date
Week 1	Perspectives on Conflict	Read Chapters 1, 2	1, 2, 3, 4	
Week 2	Perspectives on Conflict	Assignment 1 Due		June 24
Week 3	: Goals and Power in Conflict	Read Chapters 3, 4	5, 6	
Week 4	: Goals and Power in Conflict	Assignment 2 Due		July 8
Week 5	Styles, Tactics, and Emotions in Conflict	Read Chapters 5, 6	7, 8, 9, 10	
Week 6	Styles, Tactics, and Emotions in Conflict	Assignment 3 Due		July 22
Week 7	Systems Theory. Interpersonal Negotiation	Read Chapters 7, 8	11, 12, 13, 14	
Week 8	Systems Theory. Interpersonal Negotiation	Assignment 4 Due		August 5
Week 9	Third Party Intervention. Forgiveness and Reconciliation.	Read Chapters 9, 10	15, 16, 17, 18	
Week 10	Third Party Intervention. Forgiveness and Reconciliation.	Assignment 5 Due		August 19

**GRADING CRITERIA:**

There are five assignments. Each assignment is worth twenty percent of the final grade.

- Graduate
- 92 – 100    A
- 82 – 91     B
- 72 – 81     C
- 62 – 71     D
- Below 62    F

**GRADE NOTIFICATION AND INSTRUCTOR FEEDBACK:**

A successful distance learning experience requires a flow of communication between instructor and student throughout the session. Instructor comments are considered essential to the learning process. Therefore, each assignment/exam submitted will be reviewed, graded and returned to the student in a timely manner along with the appropriate commentary. Students should carefully review all comments.

Final grades are mailed approximately one week after the last day of the session to the student’s address of record. Amberton University staff will not post or release grades over the phone. University instructors will not leave a message with comments or grades in any type of media that is not secure.

For questions regarding grades after the semester has ended, students should use their University email account and contact the instructor at the faculty email address as provided above in *Professor Information* area.

### ***Incomplete Grades***

An “I” (incomplete grade) is given at the discretion of the professor and may be given only when an emergency or illness prevents the student from completing course requirements. Should an “I” be granted, the student has 30 days from the end of the session to complete the conditions of the incomplete. An “I” which is not properly removed within 30 days following the session enrolled will become an “F” grade.

### ***How To Withdraw From a Course***

To be official, the class withdrawal must be in writing and signed by the student requesting the withdrawal; no withdrawal is accepted verbally. Please review the “Schedule of Classes” (online or in-print) for procedures for class changes or withdrawals and the refund policy and schedule.

### **COURSE DELIVERY METHODOLOGY:**

This course is offered as a distance-learning course through the Moodle Learning Platform. Amberton’s distance learning courses, called e-Courses, are identical to classroom courses in terms of learning outcomes, competencies, and instructor expectations. A student choosing to take an e-Course must have the following skills and technical capabilities:

1. Access to the Internet
2. General knowledge in:
  - Internet browser settings and configuration
  - e-mail and file attachments
  - Uploading and downloading files
  - Using a word processing package
3. Ability to conduct on-line research

Students who have not mastered these skills should not enroll for this course, but should consider enrolling in MIS2110 Computer Concepts and Internet Technologies for instruction in these areas.

### **HOW TO ACCESS YOUR COURSE:**

#### ***Through the Amberton University Student Portal***

Students enrolled in distance learning courses using the Moodle Learning Platform may access the course through the Amberton University Student Portal. The site may be accessed through the University’s main page (<http://www.Amberton.edu>) or at <http://apps.Amberton.edu>. After selecting the “Student Portal” link, you will be prompted for a Username and Password.

Use your assigned **username and password** (AUID) as described below to enter the AU Student Portal:

**Username** = your capitalized firstname **initial**+lastname+last 3 digits of your SSN.

\* Use your name exactly as it is listed on the University’s records, including any suffixes or hyphenations, such as Jr, Sr, or II, as a part of your username.

For example: James Jones, Jr. SSN: 123-45-6789  
Username: JJonesJr789

**Password** = your Amberton University ID# (AUID) **including the dashes**

For example: 04-999-999

Once your login has been validated, you may select from a variety of menu options, including your individual E-Course, email account, Remote Research, General Tools, all Syllabi, Research Tutorials and Electronic Instructor Folders (FTP).

If you are accessing the Student Portal from a public or shared computer, close the browser completely when finished, or click on the Logout button. For security purposes, no other person should have access to your Username or Password. If you feel your information has been compromised or if you experience technical difficulties, contact the e-course system administrator at: e-sysop@amberton.edu

If you have lost or do not know your Amberton ID#, please contact the Student Services Office 972/279-6511 or advisor@Amberton.edu for a replacement AUID card. You must know your Amberton ID# to gain access to the course and to send email to your professor.

### **Through the Amberton University Moodle Website**

Students enrolled in distance learning courses using the Moodle Learning Platform may also access the course by going to: <http://moodle.Amberton.edu>

For those utilizing Moodle for the first time, the **username and password** for the Moodle Learning Platform will be emailed to the student's University email account prior to the start of the course. For those returning to Moodle who do not remember their username and password, click on the link "*Forgotten your username or password*" available on the Moodle log in page (<http://moodle.Amberton.edu>). Otherwise use the same username and password as previous session.

### **Moodle Tutorial:**

Upon successful log in and access to the Moodle learning platform, there is a *Student Moodle Tutorials* course available, to learn about the basics of Moodle. Simply click on the link for the *Student Moodle Tutorials* and read through the various learning topics: Navigating; Communicating; Assignments & Exams; Grades; and Student Resources.

### **COURSE COMMUNICATIONS:**

Students will communicate with faculty through the Moodle Learning Platform or the Amberton University email system.

Each student enrolled is assigned an Amberton email account, which gives the student access to the Amberton email system ([my.Amberton.edu](mailto:my.Amberton.edu)). This email account is provided by Google Apps for Education. Students are encouraged to check their email regularly for University news, notices, and to communicate with instructors.

The student's assigned email address would be Username@my.Amberton.edu

Example: LJones-Smith789@my.Amberton.edu

The student Username is determined by:

firstname initial+lastname+last 3 digits of student ssn.

For example: Linda Jones-Smith    SSN: 123-45-6789

Email Address = LJones-Smith789@my.Amberton.edu

Students will be prompted for a Username and Password when accessing their email account. Use the Username portion of the email address as the username (Example: LJones-Smith789) and your Amberton ID# (including the dashes) as the password.

If you already have a Google gmail account, you might be prompted to add this account to your current account. Click 'Yes' and you will be logged into your my.Amberton.edu email account. It will be a separate email account from your personal gmail account.

If you need assistance with your email account, please visit <https://support.google.com/mail>

**Students are responsible for reviewing the "Communication Guidelines" provided on the individual E-Course for specific instructor requirements.**

Upon completion of a session, all communication and course specific information is removed from the Moodle system. If a student needs to maintain a record of communications or assignments, the student is strongly encouraged to print out or download these items to a disk for their own records.

**FORMAT AND SUBMISSION OF ASSIGNMENTS:**

Assignments are to be submitted to the appropriate assignment Drop Box in the Moodle system. Specific directions and guidelines for submission of assignments are located on-line in the “Communication Guidelines” of the e-course. Due to compatibility issues, Office 2007 files cannot be read by earlier versions of Microsoft Office. Before submitting an exercise file, confirm the file is in the proper format for grading by the instructor.

**INSTRUCTOR/COURSE EVALUATION:**

Each session, all Amberton students are provided with the opportunity to evaluate their courses and instructors. The evaluation process is an important one and provides students with an anonymous and confidential way to give meaningful feedback to the University. Summary information and comments are provided to faculty after the close of the session. All information provided is anonymous.

The Instructor/Course Evaluation will be open for completion during week 9 of the session. An evaluation assignment will be placed in week 9 of the Moodle course, along with the instructions on how to complete the evaluation. Prior to week 9, the University will send out an email containing instructions and dates for the evaluation period.

**ACADEMIC HONESTY/PLAGIARISM:**

Plagiarism is the presentation of someone else’s information as though it were your own. If you use another person’s words, ideas or information, or if you use material from a source – whether a book, magazine, newspaper, business publication, broadcast, speech, or electronic media – you must acknowledge the source. Failure to do so violates Amberton University’s ethics policy.

**RESEARCH RESOURCES:**

The student is encouraged to use the Amberton Electronic Library as a research resource for this course. The Electronic Library provides access to full-text and abstract articles as well as links to a variety of remote research tools. Students can search Amberton Library Resource Center holdings through the on-line public access circulation system. The physical library contains a specialized collection of research materials specifically chosen to support the degrees and courses offered at Amberton. Interlibrary loan and document delivery services are available. The TexShare Card offers borrowing privileges in libraries all across the state of Texas. Students with research questions or questions about Library services are encouraged to visit the Library or email their questions to [library@Amberton.edu](mailto:library@Amberton.edu).

**RESEARCH TUTORIALS:**

Online research resources are available through “Research Tools Database”, accessible through the Student Portal. (For additional assistance, students may access the “Research Tutorials” link located in the General Tools area on the Student Portal.) Access the Portal by clicking “Student Portal” from the University’s website. You must know your Amberton ID to access the Portal.

***Library Live Chat Feature***

The website allows for a live chat feature with librarians on the library pages. This service allows students to connect with librarians on questions regarding resource assistance, searching data bases and access to library services. [www.amberton.edu/current-students/library/index.html](http://www.amberton.edu/current-students/library/index.html)

What is interpersonal conflict and the cause of it? Here're the common causes of conflicts at work and what you can do to deal with them.Â On a mission to share about how communication in the workplace and personal relationships plays a large role in your happiness Read full profile. Interpersonal conflict refers to any type of conflict involving two or more people. Itâ€™s different from an intrapersonal conflict, which refers to an internal conflict with yourself. Mild or severe, interpersonal conflict is a natural outcome of human interaction. People have very different personalities, values, expectations, and attitudes toward problem-solving. When you work or interact with someone who doesnâ€™t share your opinions or goals, conflict can result. Conflict isnâ€™t always serious, though. Nor is it always negative.

Interpersonal conflicts happen in all areas of our lives and work is no different. It's not necessarily a bad thing to have conflict. As a matter of fact, most people with expertise in communication between humans will tell you conflict can be a good thing. The key is to be able to deal with it in the right way. If you can't work through a conflict to resolution, it only serves to become a road block. Having the ability to work through conflict in a meaningful manner can have many positive results. Interpersonal Conflict is such a broad topic in that it covers an immense number of variables and situations. After a lot of research on conflict, there were many different types of definitions for it. They all basically said the same thing. Gini Graham Scott defines conflict as everyday differences of opinion, disagreements, and the interplay of different ideas, needs, drives wishes, lifestyles, values, beliefs, interests, and personalities of people. Interpersonal conflict is an emotional experience where we feel that our needs, values or sense of identity is being threatened or undermined by the behaviour of someone else. It is quite common for us to experience conflict internally, without th... I love silence and peace and would like to spend more time on myself. But the job I do demands to communicate with all the employees and I'm doing it since I don't involve my personal traits with the professional life. Interpersonal conflict may be expressed verbally or nonverbally along a continuum ranging from a nearly imperceptible cold shoulder to a very obvious blowout. Interpersonal conflict is, however, distinct from interpersonal violence, which goes beyond communication to include abuse. Domestic violence is a serious issue and is discussed in the section "The Dark Side of Relationships." Interpersonal conflict is distinct from interpersonal violence, which goes beyond communication to include abuse. © Thinkstock.