

**COM3462**  
**Interpersonal Conflict Management Course Syllabus**  
**Fall 2022**  
**MWF 9:35 a.m. – 10:25 a.m.**  
**Location: Rolfs 211**  
**Class Number: 12346**  
**Section: 4F12**

**Dr. Pasha Agoes**

**Email: pasha.agoes@ufl.edu**

**Office: 414 Rolfs Hall**

**Phone: (352) 392-5421**

**Office Hours: Wednesdays, 2:00 p.m. – 5:00 p.m. (Or by appointment)**

**COURSE MEETING LOCATION & TIME**

Mondays, Wednesdays, and Fridays from 9:35 a.m. – 10:25 a.m. at Rolfs 211.

**COURSE DESCRIPTION & OBJECTIVES**

This course introduces students to fundamental communication skills, principles, theories and research relevant to effective conflict management in a variety of interpersonal contexts and relationships. Course readings and assignments are designed to help you:

1. Increase your ability to take others' perspectives.
2. Understand the role of communication in conflict and conflict management.
3. Identify, understand, and utilize positions, interests and goals to manage conflict in interpersonal relationships.
4. Develop a greater awareness of the role of power in interpersonal conflicts.
5. Understand the influence of emotion in interpersonal conflicts.
6. Improve your ability to manage emotion in yourself and others.
7. Expand your understanding and use of a range of conflict styles, strategies and tactics.
8. Understand how and why conflict occurs in different interpersonal relationships.
9. Be able to manage your interpersonal conflicts, and those of others, more effectively.

**REQUIRED TEXTS**

**Hocker, J. & Wilmot, W. (2022). *Interpersonal conflict (Connect/11th ed.)*. New York: McGraw-Hill.**

Contact your Bookstore on campus with any questions You can also send an e-mail to: allaccess@bsd.ufl.edu.

## **INSTRUCTOR EXPECTATIONS**

You should expect that Dr. Agoes will:

1. Convey knowledge of and passion for course material.
2. Conduct the class in a manner that is engaging.
3. Assign meaningful work that allows you to engage the course, its content and material.
4. Grade assignments and provide helpful feedback in a timely manner.
5. Reply to your emails within 48 hours.
6. Attempt to relate material in this course to your everyday life and relationships, as well as to relevant global, social, and political contexts.

## **STUDENT EXPECTATIONS**

Students are expected to give themselves to and engage this course fully. If you do, you will gain invaluable knowledge and experiences that will forever influence the way you understand and communicate with yourself and others. To help accomplish this, you are expected to:

1. Complete and spend time contemplating the readings each week.
2. Complete and submit all assignments in advance of the deadline.
3. Participate actively in all discussions and course activities.
4. Contribute positively to the classroom and group climate.
5. Take a self-motivated approach to the course, including personal accountability for your behavior and academic progress in the class.
6. Stay in contact with me throughout the semester. Communicate with me about the course, its content, about conflict in your life and how our course relates. Come to me, and let me help you, any time you have questions, problems or concerns related to your mastery of course objectives.

## **CANVAS REQUIREMENT**

Check your UFL.edu email and our Canvas course regularly. All class functions are performed on Canvas. If you have computer/internet or Canvas-related problems or questions, contact the UF Computing Help Desk at (352) 392-HELP [4357], or email [helpdesk@ufl.edu](mailto:helpdesk@ufl.edu).

## **COURSE ASSIGNMENTS**

### **Exam**

The exam is cumulative, may be taken one time only and may be completed only during the exam availability dates indicated on the course calendar. The exam is timed (1 hour max) and consists of multiple choice, multiple answer, matching, true/false, and/or written response questions.

### **Module Quizzes**

Quizzes are taken on Canvas and consist of multiple choice, multiple answer, matching, true/false, and/or written response questions. You are permitted to ATTEMPT each Quiz a maximum of three times. This means that the system will allow you to start each quiz up to three times. If you are disconnected or otherwise unable to complete the quiz, that counts as one attempt regardless of whether you finish taking it. Therefore, it is important that you take the quizzes on a computer with a reliable internet connection

## **LearnSmart Assignments (LSAs)**

Each chapter has an associated LearnSmart assignment to help guide students through the chapters and focus on key terms and concepts.

## **Conflict Analysis Worksheet**

The Conflict Analysis Worksheet is designed to help you delve more deeply into course materials and begin to recognize and apply course concepts to your personal lived experiences.

## **GRADES**

### **Points:**

**150 pts = Exam**

**135 pts = 9 LSA\* X 15 pts each**

**75 pts = 3 Quizzes X 25 pts each**

**30 pts = Conflict Analysis Worksheet**

**10 pts = Introduction Assignments**

**Total: 400 POSSIBLE POINTS**

\*Although there are 10 LSA assignments, only your highest 9 will count toward your final grade.

## **ASSIGNMENT LETTER GRADE DESCRIPTIONS**

A/- = Excellent! In addition to excellent quality and performance, work that earns an “A” exceeds minimum requirements and expectations.

B+/- = Very good! A grade of “B” indicates successful completion of all assignment requirements with little room for improvement. Please note that all minimum requirements must be satisfactorily completed to earn a grade of “B” or better. Writing skills and overall performance are above average.

C+/- = Good! A grade of “C” is the most commonly earned grade on course assignments. It indicates work in good standing. All minimum requirements are met, although some might need improvement. Writing skills are average to excellent.

D = Passing...but below average. The assignment's minimum requirements are not met and/or quality of work is less than average.

E = Not passing. Minimum requirements are not met and quality of work is poor, or work displays plagiarism.

### **FINAL GRADES**

Below is the percentage and point break-down for each letter grade. Please be advised that final letter grades are determined by the number of points earned, and I do not round up.

Letter Grade	Percentage
A	94.0 – 100 %
A-	90.0 – 93.99 %
B+	87.0 – 89.99 %
B	84.0 – 86.99 %
B-	80.0 – 83.99 %
C+	77.0 – 79.99 %
C	73.0 – 76.99 %
C-	70.0 – 72.99 %
D+	67.0 – 69.99 %
D	62.0 – 66.99 %
D-	60.0 – 61.99 %
E	0 – 59.99 %

### **Special Note Concerning An Incomplete**

A grade of “Incomplete” is given only to a student with extreme circumstances that prevent the student from completing course requirements during the semester in which she or he is enrolled. Please be forewarned that an “Incomplete” can only be given to a student who has completed at least 50% of the class and who is passing the course with a grade of “C” or better at the time the Incomplete is negotiated. See the University’s policy for more information.

**Note:** A grade of C- is not a qualifying grade for major, minor, Gen Ed, or College Basic distribution credit. For more information on UF's Grading Policy, see:

<https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx#hgrades>

### **GENERAL COURSE POLICIES**

#### **ATTENDANCE AND LATE WORK POLICY**

Our class is meeting in person during our scheduled time (unless otherwise noted). Class attendance is expected. Students are responsible for participating in chat roll call during class meetings. Attendance is necessary in a skill-building oriented course.

Only three absences for whatever reason will be allowed. An excused absence is possible with a note from the clinic or doctor, a letter notification for a career interview, or a notification from the Athletic department.

Each unexcused absence will result in a 20-point reduction in the final grade. Excused absences are consistent with university policies in the undergraduate catalog (<https://catalog.ufl.edu/UGRD/academic-regulations/attendance-policies/>) and require appropriate documentation.

Students are responsible for signing the attendance book during class. If you are quarantined due to Covid-19 you must contact the professor and provide documentation. If several student in class are absent due to Covid-19, the professor may choose to record lectures and provide access to those quarantined students.

**LATE ASSIGNMENTS:** Late work is either points deducted or rejected. All assignments are due by 11:59 p.m. EST (before midnight) the latest on their respective due dates. It is imperative that you plan ahead. It is your responsibility to be certain that your available computer is compatible with Canvas, and to do this well ahead of any online assignment due dates. In the event of an extreme emergency that will prevent you from participating in class assignments for an extended period of time (e.g., hospitalization), please notify me as soon as possible to discuss options for a grade of Incomplete (for more about grades of Incomplete, see notes under “Final Grades”).

## **ACADEMIC INTEGRITY AND ACADEMIC MISCONDUCT**

All submitted work during the course, written or oral, will be the student's personal, original work, with credit being given to sources used. If a student violates this understanding, evaluations of work must be affected accordingly and if necessary, adjudication will be processed by procedures approved by the University of Florida Honor Court.

## **STUDENT CONDUCT**

The Dial Center for Written and Oral Communication strives for a classroom climate that is comfortable for all. Students are expected to behave according to the UF student code of conduct in their classes. This means treating their instructors and fellow classmates with respect. To ensure a positive learning environment, students should not: Make complaints publicly (in front of other students); attack the instructor verbally, physically, or in written form; or express reactions in the classroom that would bring harm to other students.

Failure to meet the UF code of conduct can impact a student's class participation grade or result in referral to the UF judicial office. Class atmosphere can be made or broken by the approach that students take to the challenges of the course. Students that support others, show good humor in the face of obstacles, show dedication in the face of setbacks, and show grace when others are not doing as well will help to create a positive communication climate.

### **In a communications class, it is especially important for each of us to:**

1. Display respect for all members of the classroom – including the instructor and students.
2. Pay attention to and participate in all class sessions and activities.
3. Avoid racist, sexist, homophobic or other negative language that may unnecessarily exclude members of our campus and classroom.
4. Avoid unnecessary disruption during class time (e.g., having private conversations, reading the newspaper, surfing the internet, doing work for other classes, making/receiving cell phone calls, text messaging, etc.).

**U Matter, We Care:** Your well-being is important to the University of Florida. The *U Matter, We Care* initiative is committed to creating a culture of care on our campus by encouraging members of our community to look out for one another and to reach out for help if a member of our community is in need. If you or a friend is in distress, please contact [umatter@ufl.edu](mailto:umatter@ufl.edu) so that the *U Matter, We Care* Team can reach out to the student in distress. A nighttime and weekend crisis counselor is available by phone at 352-392-1575. The *U Matter, We Care* Team can help connect students to the many other helping resources available including, but not limited to, Victim Advocates, Housing staff, and the Counseling and Wellness Center. Please remember that **asking for help is a sign of strength**. In case of emergency, call 911.

## **DISABILITY AND SPECIAL ACCOMMODATIONS**

Any student in this course who has a disability that may prevent him or her from fully demonstrating his or her abilities should contact me privately, as soon as possible, so we can discuss accommodations necessary to ensure a successful and educational experience. It is your responsibility both to notify me and to make the first contact with the Disability Resource Center (DRC). Additionally, you must provide written documentation from the DRC at least one week

prior to the date in which you are requesting accommodations.

Other resources are available at <https://disability.ufl.edu/>

Counseling and Wellness resources

- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

### **RIGHT TO PRIVACY**

The Family Educational Rights and Privacy Act (FERPA) ensures that your student records (for any students over 18 years of age) are kept confidential. I will not release your grades to anyone other than you or school officials who are given permission to view your progress. Anyone other than you (or an approved school official) may not request any information (beyond simple directory information) about you, your progress, or your status as a student in my class – this includes parents, partners, and other students. For more information, see the University of Florida website for The Family Educational Rights and Privacy Act (FERPA).

### **ACCEPTABLE USE OF COMPUTER SYSTEM**

As a student in this class you're subject to the Acceptable Use Policies for UF's computer systems. Anyone violating these policies will receive an automatic grade of "E" for the course and will be referred to the University for Disciplinary Action as deemed appropriate by the University of Florida Honor Court.

### **CHANGES TO COURSE SYLLABUS/CALENDAR**

I reserve the right to update or change portions of this course syllabus and calendar in order to make the class a better experience for everyone. This may be in response to suggestions from students, from my own observations, or as the result of requirements by the Department, College, or University. Changes will be posted to the course site on Canvas.

### **COURSE FEEDBACK**

I welcome feedback about the course. If we wait until university evaluations at the end of the semester, I cannot make changes that will help you. I regularly ask the class for feedback and suggestions regarding the tests and assignments. Please share your thoughts with me in an open and constructive manner during the semester. You can make suggestions with me privately during office hours, or via email.

### **OFFICIAL COURSE EVALUATION**

“Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results/>.

### **QUESTIONS, CONCERNS, COURSE PROBLEMS**

If you have any concerns regarding the course, contact me via e-mail immediately. I am always willing to assist you in any way that I can. However, please do NOT contact me for computer,

internet and/or Canvas-related problems. Contact the UF Computing Help Desk at (352) 392-HELP [4357], or email to [helpdesk@ufl.edu](mailto:helpdesk@ufl.edu) for these matters. Computers do act up, so plan ahead and give yourself plenty of time before deadlines to complete and submit your work.

## CLASS SCHEDULE

DATE	READINGS	ASSIGNMENTS DUE
Week 1 Week of 8/24	-Introduction to the Course -Getting to Know You -Discuss the Syllabus	
Week 2 Week of 8/29	CH 1: The Nature of Conflict	LearnSmart Assignment (LSA) 1 due Friday
Week 3 Week of 9/5	CH 2: Perspective on Conflict	LSA 2 due Friday 9/5 NO CLASS – Labor Day
Week 4 Week of 9/12	CH 3: Interests & Goals	LSA 3 due Friday
Week 5 Week of 9/19	CH 4: The Structure of Conflict	<b>Quiz 1</b> (Covering chapters 1-3) LSA 4 due Friday
Week 6 Week of 9/26	CH 5: Conflict Styles	LSA 5 due Friday
Week 7 Week of 10/3	<b>EXAM #1 (CH 1-5) on 10/7</b>	
Week 8 Week of 10/10	CH 6: Emotions in Conflict	LSA 6 due Friday
Week 9 Week of 10/17	CH 7: Analyzing Conflict	<b>Quiz 2</b> (Covering chapters 4-6) LSA 7 due Friday
Week 10 Week of 10/24	CH 8: Bullying	LSA 8 due Friday
Week 11 Week of 10/31	CH 9: Interpersonal Negotiation	LSA 9 due Friday
Week 12 Week of 11/7	CH 10: Reconciliation and Forgiveness	<b>Quiz 3 (Covering chapters 7-9)</b> LSA 10 due Friday 11/11 NO CLASS – Veterans Day
Week 13 Week of 11/14	Conflict Project Presentations	
Week 14 Week of 11/21	Conflict Project Presentations	<b>Conflict Project Due</b> 11/23-11/25 NO CLASS – Thanksgiving Break
Week 15 Week of 11/28	Exam Review	
Week 16 Week of 12/5	<b>-Reading Days</b> <b>-EXAM #2 (CH 6-10) on 12/12</b>	