COM3462 Interpersonal Conflict Management
Course Syllabus ~ Spring 2021

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Virtual Office Hours: Tuesdays 7:00-10:00 pm

COURSE MEETING LOCATION & TIME
This is an online/web-only section of this course and does not meet face-to-face. All class activities are performed on Canvas.

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
How to Purchase Textbook: This course participates in the UF All Access program. UF All Access will provide you with the required course materials digitally at a reduced price and the ability to pay using your student account. Login at the following website and **Opt-In** to gain access to your required course materials at: **https://www.bsd.ufl.edu/G1CO/IPay1f/start.aspx?TASK=INCLUDED**.

Hocker, J. & Wilmot, W. (2018). *Interpersonal conflict (Connect/10th ed.)*. New York: McGraw-Hill. ACCESS CODE REQUIRED.

This course is participating in the UF ALL ACCESS program for the Spring 2021 semester. **The ALL ACCESS program will allow you to gain access to the required materials for the course at a discounted price.**

**Please see UF All Access PDF posted in the "Welcome" section in Modules on our Canvas site for directions on how to opt-in and access your course materials.

Go to https://www.bsd.ufl.edu/G1CO/IPay1f/start.aspx?TASK=INCLUDED to log into your GatorLink account. You will see a list of classes in which you are enrolled that are participating in UF All Access, with the prices. Click the Opt-in check box next to the COM1000 class. You may have more than one class that you are taking participating in the program. Students then need to click the button below to authorize the charges. The charge for the materials will be posted directly to your student Bursar account and is eligible to be paid automatically by qualifying financial awards. If you drop the course during the add/drop period, no charges will appear.

 The classes that you opted into will continue to be displayed at https://www.bsd.ufl.edu/G1CO/IPay1f/start.aspx?TASK=INCLUDED . Be sure to register the access code before the February 1st deadline. Contact your Bookstore on campus with any questions. **allaccess@bsd.ufl.edu**

INSTRUCTOR EXPECTATIONS

You should expect that Dr. Williams 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 climates.
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 site daily. 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.

COURSE ASSIGNMENTS--See Canvas for detailed descriptions

Exams

Exams are cumulative, may each be taken one time only, and may be completed only during the exam availability dates indicated on the course calendar. Exams are timed (1 hour max) and consists of multiple choice, multiple answer, matching, true/false, and/or written response questions. If you are disconnected or otherwise unable to complete the exam, please note that no make-ups and no re-starts are permitted; be sure to take the exams on a reliable computer with stable internet connection (preferably with a wired internet connection rather than WiFi).

Module Quizzes

Quizzes are taken on McGraw-Hill Connect 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, and only your highest score will count toward your final grade. 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, you are advised to take the quizzes on a computer with a reliable internet connection.

LearnSmart Assignments (LSAs)

LearnSmart Assignments are completed in McGraw-Hill Connect and are designed to help guide students through the chapters and focus on key terms/concepts.

Conflict Project
The Conflict Project is designed to help you delve more deeply into course material and begin to recognize and apply course concepts to lived experiences. See Canvas for required assignments for your section.

Introduction Quiz
The Introduction Quiz is taken on Canvas and is designed to help you find important information about this course and the assignments.

Honorlock Practice Quiz
In this class, we use Honorlock to proctor all quizzes and exams. To make sure everyone is familiar with it, an Honorlock Practice Quiz is available in the Introduction section of our Canvas site.

About Honorlock
Honorlock is an online proctoring service that allows you to take your exam from the comfort of your home. Honorlock is available 24/7 all you need is a computer, webcam, and a stable internet connection. You DO NOT need to create an account, download software or schedule a proctoring appointment.

How to Get Started with Honorlock
Honorlock is not a live proctoring service, you do not need to schedule an appointment with Honorlock in advance. You will need to use Google Chrome and download the Honorlock Chrome Extension. You can download the extension at www.honorlock.com/extension/install.

When you are ready to take your quiz/exam, log into Canvas, go to your Course, and click on your quiz/exam. When you click on "Take your Exam," you will start the authentication process before you begin your exam. If you see a page asking for an access code, it means that you did not install the Honorlock Chrome Extension or you are not in Google Chrome.

24/7/365 Support is Available: If you encounter issues with Honorlock, you may contact them at (855) 828-4004, chat and/or email at support@honorlock.com.

GRADES

Points:
200 pts = 2 Exams X 100 pts each
100 pts = 10 LSA X 10 pts each
75 pts = 3 Quizzes X 25 pts each
40 pts = Conflict Project
10 pts = Introduction Assignments
425 POINTS POSSIBLE

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 Final Grades of 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 s/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
THIS IS AN *ONLINE COURSE:* Attendance is not graded as class meets asynchronously.

LATE ASSIGNMENTS: No late work is permitted. All assignments are due before 11:59 p.m. EST (before midnight) on their respective due dates. It is imperative that you plan ahead. Students are expected to **submit assignments at least one day in advance of the scheduled deadline**. 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 communication class, it is especially important for each of us to:
- Display respect for all members of the classroom – including the instructor and students;
- Pay attention to and participate in all class sessions and activities;
- Avoid racist, sexist, homophobic or other negative language that may unnecessarily exclude members of our campus and classroom;
- 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 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.

IMPORTANT CONTACT INFORMATION:

U Matter, We Care: If you or someone you know is in distress, please contact umatter@ufl.edu, 352-392-1575, or visit U Matter, We Care website to refer or report a concern and a team member will reach out to the student in distress.

Counseling and Wellness Center: Visit the Counseling and Wellness Center website or call 352-392-1575 for information on crisis services as well as non-crisis services.

Student Health Care Center: Call 352-392-1161 for 24/7 information to help you find the care you need, or visit the Student Health Care Center website.

University Police Department: Visit UF Police Department website or call 352-392-1111 (or 9-1-1 for emergencies).

UF Health Shands Emergency Room / Trauma Center: For immediate medical care call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; Visit the UF Health Emergency Room and Trauma Center website.

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 http://distance.ufl.edu/getting-help:
- 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 in class, 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 for these matters. Computers do act up, so plan ahead and give yourself plenty of time before deadlines to complete and submit your work.