

COM 3465 Conflict Management & Negotiation in the Professions
Course Syllabus ~ Spring 2021

Course Contact: Dr. Jade Williams

Email: JadeUF@ufl.edu
Office Phone: 352-273-1865
Office: 414 Rolfs Hall
Virtual Office Hours: T 7:00-10:00 pm & by appt

CLASS MEETING INFORMATION

DAY/TIME: Online/Canvas-based course; no
scheduled class meetings

COURSE DESCRIPTION & OBJECTIVES

Students are introduced to fundamental concepts and skills relevant to effective negotiation in business and professional contexts. Topics include conflict management, Alternative Dispute Resolution (ADR), and interpersonal, consumer, organizational, community and international negotiation. Emphasis is placed on helping students to understand and improve the conflict management and negotiation skills required in their professional careers.

By the end of this course, you should be able to:

1. Recognize and explain the role of communication in professional conflict and negotiation;
2. Discuss the extant theoretical perspectives related to conflict and negotiation;
3. Develop a greater awareness of the role of power and emotion in professional conflict;
4. Increase your ability to manage emotion in yourself and others;
5. Increase your ability to take others' perspectives;
6. Identify stakeholder T.R.I.P goals, conflict styles/approaches, interests and positions;
7. Expand your understanding and use of interpersonal, organizational, consumer, community and international negotiation skills;
8. Manage your professional conflicts more effectively.

REQUIRED TEXT

Course Textbook & Access to Materials: <https://chicagobusinesspress.com/?code=7081-7000-0595>
Detailed purchasing instructions are provided on Canvas.

NOTE: Chicago Business Press will provide a 2-week trial period for students awaiting financial aid. Send request to support@chicagobusinesspress.com

INSTRUCTOR EXPECTATIONS

You should expect that Dr. Williams will:

1. Convey knowledge 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 professional 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. 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.

HONORLOCK

This course uses the HonorLock proctoring service for all Exams. HonorLock is suggested by the University of Florida and provided with all Canvas course sites. NOTE: When registering with HonorLock, you will be asked to provide a good amount of personal information. This is a normal part of the registration process. You will need to register and provide the required information before receiving access to the exams.

New to HonorLock? Take the Introduction Quiz to register and get familiar with the identification process (HonorLock uses your computer's camera/video and microphone during exams). See here for the HonorLock student guide: [CanvasStudentGuide.pdf](#)

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.

Honorlock is very simple! All you will need to do is log into Canvas and click on the exam you need to take. You will be prompted to add the Honorlock Chrome Extension, which is required to take your exam. You are required to use Google Chrome as your browser. Then you will need to take a picture, show your ID, and scan your room. Honorlock will be recording you VIA webcam and they will be recording your screen. They also have an integrity algorithm that can detect search-engine use, so please do not attempt to cheat or look up answers, even if it's a secondary device.

How to Get Started with Honorlock: 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 exam, log into Canvas, go to your Course, and click on your exam. When you click on "Take your Exam," you will start the authentication process.

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.

EXAMS AND MAJOR ASSIGNMENTS

All assignments, exams and quizzes are due no later than 11:59 p.m. on the due date to be eligible for points. No late work is accepted; plan accordingly.

Exams (2 Exams @ 100 points each)

Exams may be taken one time only and must be completed prior to the deadline listed in the course calendar.

Chapter Quizzes (11 Chapter Quizzes @ 10 points each)

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 or not you finish taking it. Therefore, it is important that you take the quizzes on a computer with a reliable internet connection

Key Concepts Assignments (12 Assignments @ 5 points each)

Key Concepts assignments are designed to provide students with more in-depth focus on key concepts from the chapter. These assignments may include Drag-and-Drop (DD) activities, essays, applications and/or reaction writings. See Canvas for details.

GRADING:

200 pts = 2 Exams @ 100 pts

165 pts = 11 Quizzes* @ 15 pts

55 pts = 11 DDs* @ 5 pts

5 pts = Intro Quiz

425 pts = Total Points Possible

*Although there are 12 chapter quizzes, only your highest 11 scores will count; this means that you can miss or do poorly on one quiz without affecting your final grade. NOTE: Same for DDs.

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 (including answers that are correct, provide adequate explanation and properly cite the textbook), 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 (including improper citation of textbook or failure to cite).

FINAL GRADE

Below is the percentage break-down for each letter grade. Please be advised that I do not round up.

Letter Grade	Percentage	Letter Grade	Percentage
A	93 – 100 %	C	73 – 76.9 %
A-	90 – 92.9 %	C-	70 – 72.9 %
B+	87 – 89.9 %	D+	67 – 69.9 %
B	83 – 86.9 %	D	63 – 66.9 %
B-	80 – 82.9 %	D-	60 – 62.9 %
C+	77 – 79.9 %	E	0 – 59.9 %

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 the 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.

DEADLINES

Deadlines are absolute. All assignments are due before 11:59 p.m. EST on their respective due dates. Late work is not accepted. 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 assignments coming due.

ADDITIONAL COURSE POLICIES

ATTENDANCE, UNIVERSITY-SANCTIONED EVENTS & RELIGIOUS HOLIDAYS

Due to the online nature of this course, there are no excused or unexcused absences. You are expected to participate in and complete all coursework in advance of the deadline. If you know that you will have something coming up (e.g., university-sanctioned events and religious holidays), be sure to submit your work in advance of the event/holiday/etc. In the event of an extreme emergency that will prevent you from submitting work for several days (e.g. hospitalization, etc.), please notify me as soon as possible (or have someone do so on your behalf) and then contact me when out of harm’s way so that we can discuss your options for completing the course. Please also see the “Special Note Concerning Final Grades of Incomplete” provided above for more information about eligibility requirements for receiving grades of Incomplete.

ACADEMIC INTEGRITY AND ACADEMIC CONDUCT

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.

GETTING HELP

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.

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 or other students 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.

Here, our computers are our classroom. In an online class such as this, it is especially important for each of us to:

- Be open to opposing or differing viewpoints. We, both individually and collectively, have much to gain from doing so;
- Display respect for all members of the classroom – including the instructor and students;
- Avoid negative language (such as racist, sexist, homophobic, etc.) that may unnecessarily exclude members of our campus and classroom;

- Respond to all people who attempt to communicate with you via email and discussion boards (e.g., be sure to reply to people's posts on the Discussion Board) in a timely manner;
- Read all assigned readings and participate in all class sessions and activities;
- Always, always, always remember that there is a PERSON on the other side of the SCREEN.

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.

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/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 quizzes 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 anytime via email.

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 send 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.

HAVE FUN WITH IT!

Feel free to play with the material, share your ideas, and contribute to the class. The more you engage the material and your fellow classmates, the more everyone will enjoy and benefit from the course.