

# Conflict and Negotiation

COM-312

4 Credits

Oct 23 - Dec 17

## Course Description

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This course is designed to introduce the concepts and theories relevant to understanding conflict communication and the negotiation process. In this course, students are introduced to various elements of conflict and negotiation communication across a variety of contexts including interpersonal, organizational, and international. Upon completion of this course, students will be able to analyze power dynamics in relationships, identify conflict styles and tactics, and apply intervention techniques in contexts that are relevant to their future relationships and careers.

## Instructor Contact Information

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### Shannon Leinen

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## Class Resources

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### Interpersonal Conflict

Berry, K., Hocker, J. L., & Wilmot, W. W. (2017). *Interpersonal conflict* (11th ed.): McGraw-Hill. ISBN 9781264164264.

## Topic 1: Defining Conflict

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Objectives:

1. Explain the nature of conflict.
2. Describe different perspectives on conflict.
3. Explain factors that lead to conflict within different contexts.

Oct 23, 2023 - Oct 29, 2023    Max Points: 55

## Resources

## **Reading Relationships, But Seeing Betrayal: Impact of Relational Health Schemas on Processing of Interpersonal Conflict**

Read "Reading Relationships, But Seeing Betrayal: Impact of Relational Health Schemas on Processing of Interpersonal Conflict," by Douglas, Binder, Kajos, Hyde, and Li, from the *Journal of Social & Clinical Psychology* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.proquest.com.lopes.idm.oclc.org/docview/1445793094?accountid=7374>

## **Managing Conflict Resolution**

View "Managing Conflict Resolution."

<https://lopes.idm.oclc.org/login?url=http://digital.films.com.lopes.idm.oclc.org/PortalPlaylists.aspx?aid=12129&xtid=42092>

## **Conflict -- A Permanent Coordinate of Existence**

Read "Conflict -- A Permanent Coordinate of Existence," by Popescu and Vasilescu, from *Proceedings of the Scientific Conference AFASES* (2012).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx?direct=true&db=a9h&AN=90477001&site=ehost-live&scope=site>

## **Choosing Conflict Resolution by Culture**

Read: "Choosing Conflict Resolution by Culture," by Sadri, from *Industrial Management* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.proquest.com.lopes.idm.oclc.org/docview/1445477644?accountid=7374>

## **Interpersonal Conflict**

Read Chapters 1 and 2 in *Interpersonal Conflict*.

## **Conceptualizing the Construct of Interpersonal Conflict**

Read: "Conceptualizing the Construct of Interpersonal Conflict," by Barki and Hartwick, from the *International Journal of Conflict Management* (2004).

<https://lopes.idm.oclc.org/login?url=http://search.proquest.com.lopes.idm.oclc.org/docview/199047038?accountid=7374>

## Intraorganizational Conflict Within Advertising Agencies

Read "Intraorganizational Conflict Within Advertising Agencies," by De Gregorio, Cheong, and Kim, from *Journal of Advertising* (2012).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=bth&AN=85985339&site=ehost-live&scope=site>

## Assessments

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### Summary of Current Course Content Knowledge

Start Date & Time	Due Date & Time	Points
Oct 23, 2023, 12:00 AM	Oct 23, 2023, 11:59 PM	0

#### Assessment Description

Academic engagement through active participation in instructional activities related to the course objectives is paramount to your success in this course and future courses. Through interaction with your instructor and classmates, you will explore the course material and be provided with the best opportunity for objective and competency mastery. To begin this class, review the course objectives for each Topic, and then answer the following questions as this will help guide your instructor for course instruction.

1. Which weekly objectives do you have prior knowledge of and to what extent?
  2. Which weekly objectives do you have no prior knowledge of?
  3. What course-related topics would you like to discuss with your instructor and classmates? What questions or concerns do you have about this course?
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### Class Introductions

Start Date & Time	Due Date & Time	Points
Oct 23, 2023, 12:00 AM	Oct 25, 2023, 11:59 PM	0

#### Assessment Description

Take a moment to explore your new classroom and introduce yourself to your fellow classmates. What are you excited about learning? What do you think will be most challenging?

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### Topic 1 DQ 1

Start Date & Time	Due Date & Time	Points
Oct 23, 2023, 12:00 AM	Oct 25, 2023, 11:59 PM	5

### Assessment Description

Explain how conflict management depends on a study of interpersonal communication. Why should we study conflict?

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### Topic 1 DQ 2

Start Date & Time	Due Date & Time	Points
Oct 23, 2023, 12:00 AM	Oct 27, 2023, 11:59 PM	5

### Assessment Description

What contexts seem to be most prone to conflict and why?

How does context affect conflict? Is conflict a normal way of communicating with others? Why?

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### Conflict Log

Start Date & Time	Due Date & Time	Points
Oct 23, 2023, 12:00 AM	Oct 29, 2023, 11:59 PM	25

### Assessment Traits

 Requires LopesWrite

### Assessment Description

In 250 words or less, using the definition of *conflict* from the textbook, reflect on how your worldview impacts each aspect.

Your response should be well written and claims should be supported by class readings or scholarly articles.

Prepare this assignment according to the guidelines found in the APA Style Guide, located in the Student Success Center.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

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### Topic 1 Participation

Start Date & Time	Due Date & Time	Points
Oct 23, 2023, 12:00 AM	Oct 29, 2023, 11:59 PM	20

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### Topic 2: Interests and Goals in Conflict

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Objectives:

1. Explain the types of goals in conflict and how they overlap or relate to each other.
2. Differentiate types of interests that can lead to conflict.
3. Examine strategies for clarifying goals and collaboratively setting goals.

Oct 30, 2023 - Nov 5, 2023 Max Points: 55

## Resources

### **A Preliminary Survey of Interpersonal Conflict at Major Games and Championships**

Read "A Preliminary Survey of Interpersonal Conflict at Major Games and Championships," by Mellalieu, Shearer, and Shearer, from *Sport Psychologist* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx?direct=true&db=s3h&AN=88379623&site=ehost-live&scope=site>

### **Responses to Refusals of Requests: Face Threat and Persistence, Persuasion and Forgiving Statements**

Read "Responses to Refusals of Requests: Face Threat and Persistence, Persuasion and Forgiving Statements," by Johnson, Roloff, and Riffe, from *Communication Quarterly* (2004).

<https://lopes.idm.oclc.org/login?url=http://search.proquest.com.lopes.idm.oclc.org/docview/216487265?accountid=7374>

### **Interpersonal Conflict**

Read Chapter 3 in *Interpersonal Conflict*.

### **When Conflicts Are Good: Nonconscious Goal Conflicts Reduce Confirmatory Thinking**

Read "When Conflicts Are Good: Nonconscious Goal Conflicts Reduce Confirmatory Thinking," by Kleiman and Hassin, from the *Journal of Personality and Social Psychology* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx?direct=true&db=pdh&AN=2013-24952-001&site=ehost-live&scope=site>

### **The Effects of Conflict Types, Dimensions, and Emergent States on Group Outcomes**

Read "The Effects of Conflict Types, Dimensions, and Emergent States on Group Outcomes," by Jehn, Greer, Levine, and Szulanski, from *Group Decision & Negotiation* (2008).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx>

## Assessments

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### Topic 2 DQ 1

Start Date & Time	Due Date & Time	Points
Oct 30, 2023, 12:00 AM	Nov 1, 2023, 11:59 PM	5

#### Assessment Description

What are the different types of goals? How do they overlap and influence each other?

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### Topic 2 DQ 2

Start Date & Time	Due Date & Time	Points
Oct 30, 2023, 12:00 AM	Nov 3, 2023, 11:59 PM	5

#### Assessment Description


How do different interests lead to conflict?

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### Conflict Log

Start Date & Time	Due Date & Time	Points
Oct 30, 2023, 12:00 AM	Nov 5, 2023, 11:59 PM	25

#### Assessment Traits

 Requires LopesWrite

#### Assessment Description

During the week, keep track of all the negative thoughts you have about people in your world.

In 250 words, respond to the follow: What themes do you see emerging? How do they relate to your personal TRIP goals?

Your response should be well written and claims should be supported by class readings or scholarly articles.

Prepare this assignment according to the guidelines found in the APA Style Guide, located in the Student Success Center.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

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## Topic 2 Participation

Start Date & Time	Due Date & Time	Points
Oct 30, 2023, 12:00 AM	Nov 5, 2023, 11:59 PM	20

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## Topic 3: Conflict Styles

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Objectives:

1. Describe a communicator's conflict style as it is expressed in his/her communication behavior.
2. Compare expressions of harmful conflict approaches.
3. Explain the characteristics of a healthy system using systems theory.

Nov 6, 2023 - Nov 12, 2023    Max Points: 210

### Resources

#### **Intercultural Conflicts Between Close Friends: A Case Study of Power Relations in Continuing Education in Saudi Arabia**

Read "Intercultural Conflicts Between Close Friends: A Case Study of Power Relations in Continuing Education in Saudi Arabia," by Glowacki-Dudka, Usman, and Treff, from *Convergence* (2008).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=a9h&AN=47370769&site=ehost-live&scope=site>

#### **An Exploratory Study Into the Causes of Conflict and the Effect of Conflict Management Style on Outcome in a Competitive Workplace**

Read "An Exploratory Study Into the Causes of Conflict and the Effect of Conflict Management Style on Outcome in a Competitive Workplace," by Zia and Syed, from the *Journal of Managerial Sciences* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=bth&AN=92948285&site=ehost-live&scope=site>

#### **Conflict Resolution Styles in the Nursing Profession**

Read "Conflict Resolution Styles in the Nursing Profession," by Losa Iglesias and De Bengoa Vallejo, from *Contemporary Nurse: A Journal for the Australian Nursing Profession* (2012).

<https://lopes.idm.oclc.org/login?url=https://search-proquest-com/lopes.idm.oclc.org/docview/1314752911?accountid=7374>

## The Moderating Role of Personality Traits on Emotional Intelligence and Conflict Management Styles

Read "Moderating Role of Personality Traits on Emotional Intelligence and Conflict Management Styles," by Bao-Yiann and Chun-Chi, from *Psychological Reports* (2012).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx?direct=true&db=bth&AN=83480421&site=ehost-live&scope=site>

## Interpersonal Conflict

Read Chapters 5 and 7 in *Interpersonal Conflict*.

## The Relationship Between Interpersonal Conflicts and Personality Traits in Friendship Between Mothers Rearing Little Children

Read "The Relationship Between Interpersonal Conflicts and Personality Traits in Friendship Between Mothers Rearing Little Children," by Michiko and Yoko, from the *Japanese Journal of Personality* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx?direct=true&db=a9h&AN=95742583&site=ehost-live&scope=site>

## Leadership Styles & Conflict Management Styles of Executives

Read: "Leadership Styles & Conflict Management Styles of Executives," by Limbare, from *Indian Journal of Industrial Relations* (2012).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx?direct=true&db=bth&AN=83403386&site=ehost-live&scope=site>

## Assessments

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### Topic 3 DQ 1

Start Date & Time	Due Date & Time	Points
Nov 6, 2023, 12:00 AM	Nov 8, 2023, 11:59 PM	5

#### Assessment Description

How does power influence our conflicts? Explain.

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## Topic 3 DQ 2

Start Date & Time	Due Date & Time	Points
Nov 6, 2023, 12:00 AM	Nov 10, 2023, 11:59 PM	5

### Assessment Description

Using an example from your life, explain how the characteristics of a healthy system according to systems theory can help you identify and change elements of that scenario to a healthier system.

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## Benchmark – Conflict

Start Date & Time	Due Date & Time	Points
Nov 6, 2023, 12:00 AM	Nov 12, 2023, 11:59 PM	180

### Assessment Traits

 Requires LopesWrite

 Benchmark

### Assessment Description

Conflict is a multifaceted problem that takes understanding its parts and how each individual approaches it such that you can make a constructive solution. This assignment requires you to assess a destructive conflict, your own conflict style, and how to appropriately resolve it.

Write a paper (1,000-1,500 words) doing the following:

1. Summarize a conflict you recently experienced for the factors that made it destructive in nature. Your discussion should utilize material from Chapters 1 & 2.
2. Utilizing the conflict styles assessment on pages 154-155, informally interview two persons close to you about their perceptions of your personal conflict style. Discuss the differences between your own and others' perception of your style. Include both positives and negatives of your style.
3. Reflecting on your destructive conflict, what other conflict style could you adopt to constructively resolve that conflict? This should include prescriptive behaviors that overcome the weaknesses or use the strengths to constructively resolve the situation.

This paper should include four additional academic sources that support your position. These are outside the textbook.

Prepare this assignment according to the guidelines found in the APA Style Guide, located in the Student Success Center.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

All B.A. in Communication majors should save the final version of this assignment with edits that incorporate faculty feedback after grading. Students should also save the assignment directions. COM-490: Communication Capstone will require students to prepare a portfolio that showcases their work in the program. Please save this assignment in multiple locations. See the "Communication Professional Portfolio Guide" under course materials for further instructions.

## Benchmark Information

This assignment assesses the following programmatic competency:

1.2 Determine which conflict management style(s) would be most appropriate for resolving a conflict.

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### Topic 3 Participation

Start Date & Time	Due Date & Time	Points
Nov 6, 2023, 12:00 AM	Nov 12, 2023, 11:59 PM	20

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### Topic 4: The Role of Power in Conflict

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Objectives:

1. Explain the different orientations toward power.
2. Identify communicative strategies or techniques for engaging power in conflict.

Nov 13, 2023 - Nov 19, 2023    Max Points: 180

## Resources

### Interpersonal Conflict

Read Chapter 4 in *Interpersonal Conflict*.

### Navigating Power, Control, and Being Nice: Aggression in Adolescent Girls' Friendships

Read "Navigating Power, Control, and Being Nice: Aggression in Adolescent Girls' Friendships," by Crothers, Field, and Kolbert, from the *Journal of Counseling & Development* (2005).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=a9h&AN=17764159&site=ehost-live&scope=site>

### Power Balance and Staff Conflict in Correctional Institutions

Read "Power Balance and Staff Conflict in Correctional Institutions," by Zald, from *Administrative Science Quarterly* (1962).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=bth&AN=6439668&site=ehost-live&scope=site>

## The Early Stages of Workplace Bullying and How It Becomes Prolonged: The Role of Culture in Predicting Target Responses

Read "The Early Stages of Workplace Bullying and How It Becomes Prolonged: The Role of Culture in Predicting Target Responses," by Samnani, from *Journal of Business Ethics* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx?direct=true&db=bth&AN=86212875&site=ehost-live&scope=site>

## Perceived Power and Physical Violence in Marital Conflict

Read "Perceived Power and Physical Violence in Marital Conflict," by Sagrestano, Heavey, and Christensen, from the *Journal of Social Issues* (1999).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx?direct=true&db=a9h&AN=2155355&site=ehost-live&scope=site>

## Interpersonal Conflict Handling Styles: A Collectivist Co-workers' Perspective on Its Causes and Effects

Read: "Interpersonal Conflict Handling Styles: A Collectivist Co-workers' Perspective on Its Causes and Effects," by Iqbal and Afsheen, from *Pakistan Journal of Psychological Research* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.proquest.com.lopes.idm.oclc.org/docview/1458278250?accountid=7374>

## Assessments

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### Topic 4 DQ 1

Start Date & Time	Due Date & Time	Points
Nov 13, 2023, 12:00 AM	Nov 15, 2023, 11:59 PM	5

#### Assessment Description

What does it mean to have a conflict style? How does culture influence our conflict style? Provide at least three examples.

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### Topic 4 DQ 3

Start Date & Time	Due Date & Time	Points
Nov 13, 2023, 12:00 AM	Nov 17, 2023, 11:59 PM	5

## Assessment Description

Is power an either or concept in our relationships? Explain.

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### Test 1

Start Date & Time	Due Date & Time	Points
Nov 13, 2023, 12:00 AM	Nov 19, 2023, 11:59 PM	150

## Assessment Traits

 Timed

## Assessment Description

This test is over Chapters 1-5 and 7.

This is a timed test. You will have 1 hour to complete it--you will NOT be able to stop the test and return to complete it. Before starting the test, ensure you have enough time to complete it.

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### Topic 4 Participation

Start Date & Time	Due Date & Time	Points
Nov 13, 2023, 12:00 AM	Nov 19, 2023, 11:59 PM	20

## Topic 5: Emotional Wake

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Objectives:

1. Discuss the importance of mid-range emotional expression.
2. Examine self-responsibility regarding emotions.
3. Analyze the role of feeling words.

Nov 20, 2023 - Nov 26, 2023    Max Points: 55

## Resources

### Emotion Dysregulation in the Intergenerational Transmission of Romantic Relationship Conflict

Read "Emotion Dysregulation in the Intergenerational Transmission of Romantic Relationship Conflict," by Kim, Pears, Capaldi, and Owen, from the *Journal of Family Psychology* (2009).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=pdh&AN=2009-12106-016&site=ehost-live&scope=site>

## **Exploring the Role of Emotion in Conflict Transformation**

Read "Exploring the Role of Emotion in Conflict Transformation," by Jameson, Bodtker, Porch, and Jordan, from *Conflict Resolution Quarterly* (2009).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=bth&AN=47450704&site=ehost-live&scope=site>

## **Emotion Regulation Predicts Marital Satisfaction: More Than a Wives' Tale**

Read "Emotion Regulation Predicts Marital Satisfaction: More Than a Wives' Tale," by Bloch, Haase, and Levenson, from *Emotion* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=pdh&AN=2013-38384-001&site=ehost-live&scope=site>

## **Interpersonal Conflict**

Read Chapter 6 in *Interpersonal Conflict*.

## **Can Conflict Be Energizing? A Study of Task Conflict, Positive Emotions, and Job Satisfaction**

Read "Can Conflict Be Energizing? A Study of Task Conflict, Positive Emotions, and Job Satisfaction," by Todorova, Bear, and Weingart, from the *Journal of Applied Psychology* (2014).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=pdh&AN=2013-42323-001&site=ehost-live&scope=site>

## **The Team That Wasn't**

Review "The Team That Wasn't," by Wetlaufer, from the *Harvard Business Review* (1994).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com/lopes.idm.oclc.org/login.aspx?direct=true&db=bth&AN=9411155350&site=ehost-live&scope=site>

## **Psychology Media Suite**

View "Psychology Media Suite."

<https://lopes.idm.oclc.org/login?url=http://fod.infobase.com/PortalPlaylists.aspx?wID=96349&xtid=35671>

## Assessments

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### Topic 5 DQ 1

Start Date & Time	Due Date & Time	Points
Nov 20, 2023, 12:00 AM	Nov 22, 2023, 11:59 PM	5

#### Assessment Description

Why would one want to be in mid-range of emotional expression? What happens when you express more extreme emotions?

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### Topic 5 DQ 2

Start Date & Time	Due Date & Time	Points
Nov 20, 2023, 12:00 AM	Nov 24, 2023, 11:59 PM	5

#### Assessment Description

What are feeling words? How do feeling words help us to constructively express conflict?

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### Conflict Log

Start Date & Time	Due Date & Time	Points
Nov 20, 2023, 12:00 AM	Nov 26, 2023, 11:59 PM	25

#### Assessment Description

For one-week, keep track of emotions that you experience each day and respond to the following questions in less than 250 words:

- What emotions are you experiencing?
- What beliefs are informing your emotional response?
- How do you think Christian worldview influences how you deal with your emotions?
- How can you communicate your emotions more constructively?

Your response should be well written and claims should be supported by class readings or scholarly articles.

Prepare this assignment according to the guidelines found in the APA Style Guide, located in the Student Success Center.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

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## Topic 5 Participation

Start Date & Time	Due Date & Time	Points
Nov 20, 2023, 12:00 AM	Nov 26, 2023, 11:59 PM	20

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## Topic 6: Intervention

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Objectives:

1. Assess how interpersonal negotiation is manifest in everyday communication.
2. Identify circumstances in which it might be appropriate to use skilled third parties for intervention.
3. Explain the structure and communication characteristics of formal interventions.

Nov 27, 2023 - Dec 3, 2023    Max Points: 210

## Resources

### On the Other Side of the Table: Lessons Learned From Negotiations

Read "On the Other Side of the Table: Lessons Learned From Negotiations," by Williams & Peters, from *Journal of Cases in Educational Leadership* (2018).

<https://journals-sagepub-com.lopes.idm.oclc.org/doi/full/10.1177/1555458918762467>

### What Negotiation Theory Tells Us About How the EU Has Handled Article 50

Read "What Negotiation Theory Tells Us About How the EU Has Handled Article 50," by Usherwood, from *Political Insight* (2018).

<https://journals-sagepub-com.lopes.idm.oclc.org/doi/full/10.1177/2041905818779317>

### Principled Negotiation Provides a Framework

Read "Principled Negotiation Provides a Framework," by Chou & Cooley, from *Communication Rx* (2018).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=135176&chunkid=971128071&rowid=402>

### The Interest-Based Bargaining Story at the Federal Mediation and Conciliation Service

Read "The Interest-Based Bargaining Story at the Federal Mediation and Conciliation Service," by Barrett,

from *Negotiation Journal* (2015).

<https://lopes.idm.oclc.org/login?url=https://search-proquest-com.lopes.idm.oclc.org/docview/1765842672?accountid=7374>

## **Interpersonal Conflict**

Read Chapters 8 and 9 in *Interpersonal Conflict*.

## **Principled Negotiation: An Evidence-Based Perspective**

Read "Principled Negotiation: An Evidence-Based Perspective," by Hak & Sanders, from *Evidence-Based HRM* (2018).

<https://lopes.idm.oclc.org/login?url=https://search-proquest-com.lopes.idm.oclc.org/docview/2016550963?accountid=7374>

## **Analytics Provides the Data, Leaders Negotiate the Truth**

Read "Analytics Provides the Data, Leaders Negotiate the Truth," by Light, from *CIO* (2016).

<https://lopes.idm.oclc.org/login?url=https://search-proquest-com.lopes.idm.oclc.org/docview/1835901257?accountid=7374>

## **Negotiating and Finalizing Your Job Offer**

Read "Negotiating and Finalizing Your Job Offer," by Louis, from *Mission Transition* (2019).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=147499&chunkid=156279318&rowid=548>

## **Interest-Based Bargaining: An Alternative to Traditional Negotiations**

Read "Interest-Based Bargaining: An Alternative to Traditional Negotiations," by Katz, Kochan, & Colvin, from *An Introduction to U.S. Collective Bargaining and Labor Relations* (2017).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=144601&chunkid=520093394&rowid=748>

## **Resolve Conflict Effectively**

Read "Resolve Conflict Effectively," by Manktelow & Birkinshaw, from *Mind Tools for Managers* (2018).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?>



## Assessments

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### Topic 6 DQ 1

Start Date & Time	Due Date & Time	Points
Nov 27, 2023, 12:00 AM	Nov 29, 2023, 11:59 PM	5

#### Assessment Description

What are the characteristic of a bully and how do they differ from sarcasm, teasing, or relational aggression?

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### Topic 6 DQ 2

Start Date & Time	Due Date & Time	Points
Nov 27, 2023, 12:00 AM	Dec 1, 2023, 11:59 PM	5

#### Assessment Description


What is the place of negotiation in everyday life?

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## Negotiation

Start Date & Time	Due Date & Time	Points
Nov 27, 2023, 12:00 AM	Dec 3, 2023, 11:59 PM	180

#### Assessment Traits

 Requires LopesWrite

#### Assessment Description

Negotiation is a highly important personal and professional skill which presents itself with numerous challenges. Understanding how to successfully negotiate with a variety of persons is important for effective communication across a variety of contexts. Complete both part one and part two of this assignment.

### Part One: Role Play

**Directions:** choose ONE of the scenarios from the attached "Negotiation Scenarios" document, or an alternative scenario approved by your instructor.

To successfully do your negotiation, follow the Seven Elements of Principled Negotiation found in the textbook and use those during your selected "Negotiation Scenario." For this assignment, you will serve as the initiating party of the negotiation. The objective is to gain a better understanding of the negotiation process and how each step functions.

You will need to solicit the help of one person. This person will take on the role of the adversarial party in your selected scenario.

### **One Volunteer**

Please solicit the help of one volunteer, this can be a friend, family member, or classmate. This volunteer will help you role play the negotiation scenario. Share your selected scenario with the volunteer and inform them that there is no verbatim script, so they are encouraged to behave the way they feel the participant would in a real negotiation. Encourage your volunteer to approach this in a serious and realistic fashion when advocating for their assigned position. The provided scenarios should require about 20 minutes of your volunteers time in order to properly address the negotiation.

**\*To help orient your instructor, state the role you took and the goals you set out with in your essay. Additionally, include the name of your volunteer in your essay.**

### **Part Two: Essay**

After conducting the negotiation, write a 1,250-1,750-word paper that discusses your experience and cites at least four credible and authoritative references. In your paper, analyze and reflect on your experience negotiating using the Seven Principles of Negotiation. Consider the following prompts:

1. Were you able to focus on the relationship or did it become competitive?
2. What elements of communication were you able to attend to and which did you struggle the most with?
3. Did you remain on the interest or did it get personal?
4. What options did you generate for the outcome?
5. What were your solution criteria?
6. Did you achieve your desired outcome or use the BATNA?
7. Was the commitment fair and realistic? How so?
8. How might this negotiation have been different if it were real and not a role play?

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

Prepare this assignment according to the guidelines found in the APA Style Guide, located in the Student Success Center.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

All B.A. in Communication majors should save the final version of this assignment with edits that incorporate faculty feedback after grading. Students should also save the assignment directions. COM-490: Communication Capstone will require students to prepare a portfolio that showcases their work in the program. Please save this assignment in multiple locations. See the "Communication Professional Portfolio Guide" under course materials for further instructions.

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### **Topic 6 Participation**

Start Date & Time	Due Date & Time	Points
Nov 27, 2023, 12:00 AM	Dec 3, 2023, 11:59 PM	20

## Topic 7: Forgiveness and Reconciliation Part 1

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Objectives:

1. Examine the practical communication practices responsible for positive relational outcomes in the forgiveness process.
2. Explain why the study of forgiveness is important to the topic of conflict and negotiation.
3. Use principled negotiation to resolve a dispute.

Dec 4, 2023 - Dec 10, 2023    Max Points: 55

### Resources

#### **Promoting Forgiveness Toward Christians by LGBTQ Respondents Using Apology and Perspective-Taking**

Read "Promoting Forgiveness Toward Christians by LGBTQ Respondents Using Apology and Perspective-Taking," by Jordan, Worthington Jr., and Sutton, from *Journal of Psychology & Christianity* (2013).

<https://lopes.idm.oclc.org/login?url=http://search.proquest.com.lopes.idm.oclc.org/docview/1437251847?accountid=7374>

#### **An Investigation of Forgiveness-seeking Communication and Relational Outcomes**

Read "An Investigation of Forgiveness-Seeking Communication and Relational Outcomes," by Kelley and Waldron, from *Communication Quarterly* (2005).

<https://lopes.idm.oclc.org/login?url=http://search.proquest.com.lopes.idm.oclc.org/docview/216485138?accountid=7374>

### Interpersonal Conflict

Read Chapters 8 and 10 in *Interpersonal Conflict*.

#### **Longitudinal Relations Between Forgiveness and Conflict Resolution in Marriage**

Read "Longitudinal Relations Between Forgiveness and Conflict Resolution in Marriage," by Fincham, Beach, and Davila," by *Journal of Family Psychology* (2007).

<https://lopes.idm.oclc.org/login?url=http://search.ebscohost.com.lopes.idm.oclc.org/login.aspx?direct=true&db=pdh&AN=2007-12912-024&site=ehost-live&scope=site>

## Assessments

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### Topic 7 DQ 1

Start Date & Time	Due Date & Time	Points
Dec 4, 2023, 12:00 AM	Dec 6, 2023, 11:59 PM	5

#### Assessment Description

In what way is forgiveness both intrapersonal and interpersonal? How might these aspects be woven together?

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### Topic 7 DQ 2

Start Date & Time	Due Date & Time	Points
Dec 4, 2023, 12:00 AM	Dec 8, 2023, 11:59 PM	5

#### Assessment Description

Consider the concept of forgiveness and reconciliation. How do these concepts influence approaches to conflict and negotiation?

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### Conflict Log

Start Date & Time	Due Date & Time	Points
Dec 4, 2023, 12:00 AM	Dec 10, 2023, 11:59 PM	25

#### Assessment Traits

 Requires LopesWrite

#### Assessment Description

In 250 words: Reflect on how Forgiveness and Reconciliation from the Christian worldview can be better enacted in your life. Identify someone that you can work towards forgiving and one constructive thing you could do in that relationship.

Your response should be well written and claims should be supported by class readings or scholarly articles.

Prepare this assignment according to the guidelines found in the APA Style Guide, located in the Student Success Center.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

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### Topic 7 Participation

Start Date & Time	Due Date & Time	Points
Dec 4, 2023, 12:00 AM	Dec 10, 2023, 11:59 PM	20

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## Topic 8: Forgiveness and Reconciliation Part 2

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Objectives:

1. Evaluate forgiveness and reconciliation as a part of interpersonal relationships.
2. Determine when forgiveness has occurred.

Dec 11, 2023 - Dec 17, 2023    Max Points: 180

### Resources

#### **Predicting Forgiveness for an Interpersonal Offense Before and After Treatment: The Role of Religious Commitment, Religious Affiliation, and Trait Forgiveness**

Read "Predicting Forgiveness for an Interpersonal Offense Before and After Treatment: The Role of Religious Commitment, Religious Affiliation, and Trait Forgiveness," by Wade, Meyer, Goldman, and Post, from the *Journal of Psychology & Christianity* (2008).

<https://lopes.idm.oclc.org/login?url=http://search.proquest.com.lopes.idm.oclc.org/docview/193977140?accountid=7374>

#### **Balancing out (W)Right**

Read "Balancing out (W)Right: Jesus' theology of individual and corporate repentance and forgiveness in the Gospel of Luke" by Chatraw in *Journal of the Evangelical Theological Society* (2012).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=rvh&AN=NTA0000072763&site=ehost-live&scope=site>

#### **Reflecting on Jesus' teaching on forgiveness from a positive psychological perspective**

Read "Reflecting on Jesus' teaching on forgiveness from a positive psychological perspective" by Scheffler in *Hervormde Teologiese Studies* (2015).

<https://lopes.idm.oclc.org/login?url=https://search-proquest-com.lopes.idm.oclc.org/docview/1738751272?accountid=7374>

#### **Inter-Parental Conflict, Parent-Child Relationship Quality, and Adjustment in Christian Adolescents**

Read "Inter-Parental Conflict, Parent-Child Relationship Quality, and Adjustment in Christian Adolescents:

Forgiveness as a Mediating Variable," by Toussaint and Jorgensen, from the *Journal of Psychology & Christianity* (2008).

<https://lopes.idm.oclc.org/login?url=http://search.proquest.com.lopes.idm.oclc.org/docview/193965866?accountid=7374>

## Interpersonal Conflict

Review Chapter 10 in *Interpersonal Conflict*.

## Assessments

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### Topic 8 DQ 1

Start Date & Time	Due Date & Time	Points
Dec 11, 2023, 12:00 AM	Dec 13, 2023, 11:59 PM	5

#### Assessment Description

Why is it important to study forgiveness and reconciliation as a part of interpersonal relationships? How do these concepts influence conflict and negotiation?

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### Topic 8 DQ 2

Start Date & Time	Due Date & Time	Points
Dec 11, 2023, 12:00 AM	Dec 15, 2023, 11:59 PM	5

#### Assessment Description

How does one know if forgiveness has occurred? What behaviors (verbal and nonverbal) might occur?

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### Test 2

Start Date & Time	Due Date & Time	Points
Dec 11, 2023, 12:00 AM	Dec 17, 2023, 11:59 PM	150

#### Assessment Traits

 Timed

#### Assessment Description

This test covers Chapters 6, 8, 9, and 10.

This is a timed test. You will have 1 hour to complete it--you will NOT be able to stop the test and return to complete it. Before starting the test, ensure you have enough time to complete it.

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### **Topic 8 Participation**

Start Date & Time	Due Date & Time	Points
Dec 11, 2023, 12:00 AM	Dec 17, 2023, 11:59 PM	20

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