

Tentative Syllabus  
**Conflict Management**  
**HR 567**  
**Fall 2005**

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***Course Description:*** This course will examine the nature of conflict and how to make it a positive force in a business setting. It will examine the application of interpersonal communication to decision-making and problem-solving. Students will learn conflict management concepts, apply them to real business situations, and analyze cases to identify positive and negative principle application. The course will be delivered 100% online.

***Course Objectives:*** By the end of the course, the student will be able to:

- Identify conflict situations in the business environment, recognize the type of conflict and perform an assessment.
- Understand a conflict within the framework of the five step process and recommend decisions or actions that will lead to conflict resolution.
- Develop communication skills that will support a conflict management process.
- Identify biases and stumbling blocks and assess their impact on the conflict management process
- Formulate a negotiation plan for a conflict situation where collaboration is a viable strategy.

***Texts:*** Borisoff, Deborah and David A. Victor. Conflict Management: A Communication Skills Approach, 2<sup>nd</sup> ed. Boston: Allyn & Bacon. 1998. ISBN#0-205-27294-0

Thompson, Leigh. The Mind and Heart of the Negotiator, 3<sup>rd</sup> ed. New Jersey: Prentice-Hall, Inc. 2004. ISBN# 0-13-140738-4

***Grading:***

1. Two postings per week will be made by each student to the online discussion thread. Questions provided by the instructor prior to each week will be the basis for one of the postings. The other posting will be based on your response to some of the postings made by other students in the class.
2. Four case studies on cases provided by the instructor, 6 - 8 pages in length, formatted in MLA style. Case studies will be due on September 26<sup>th</sup>, October 19<sup>th</sup>, November 9<sup>th</sup> and December 1<sup>st</sup>.
3. Your grade will be determined based on the quality of your discussion regarding the readings (48%) and the case studies (52%).

**Grading Scale:**

A	94 – 100	B-	80 – 82	D+	67 – 69
A-	90 – 93	C+	77 – 79	D	63 – 66
B+	87 – 89	C	73 - 76	D-	60 – 62
B	83 – 86	C	70 – 72	F	59 or less

**Topics to Be Covered:**

- I. The Nature of Conflict
  - a. Encompassing and Ever-present
  - b. Types of Conflict
- II. The Conflict Management Process
  - a. Assessment
  - b. Acknowledgement
  - c. Attitude
  - d. Action
  - e. Analysis
  - f. Additional modes
- III. Oral Strategies for a Supportive Communication Climate
- IV. Nonverbal Strategies for a Supportive Communication Environment
- V. Negotiation
  - a. Preparation
  - b. What to do at the bargaining table
  - c. How to be strategically creative
  - d. Weighing the risk
- VI. Biases and Stumbling Blocks
- VII. Building Rapport

**Academic Honesty Policy:** Thomas College (and I) requires students to adhere to high standards of integrity and honesty in their academic work. Activities such as plagiarism and cheating are absolutely unacceptable. Students caught participating in such activity will be subject to serious disciplinary action. Whether a student is the recipient or provider of inappropriate assistance, they are treated the same.