INSTRUCTOR INFORMATION:
Instructor: Samantha Dena, MA
Email: sdena@utep.edu

REQUIRED TEXT:

TECHNOLOGY REQUIREMENTS:
This course is presented in the Blackboard learning management system. To ensure your success in accessing your course materials and completing your assignments, it is recommended that you ensure your computer setup for this class meets the following minimum requirements:

- Broadband Internet connection, such as cable or DSL
- A modern computer (PC or Mac), no more than four years old, with the following minimum configuration:
  - Processor: Dual-core or better, at least 2 GHZ
  - RAM: 2 GB or better
  - Operating System: Windows 7 or 8, or Mac OS X 10.6.8 or better
  - A computer headset is recommended (microphone and earphone set).
  - The hands-free option for your telephone will work in most cases.

TECH SUPPORT:
The University of Texas at El Paso offers complete technical information and online help desk support at https://www.utep.edu/technologysupport

COURSE INFORMATION:
This course examines conflict in everyday life with a particular focus on the role that communication plays in the development and management of conflict situations. The course examines the dynamics of conflicts across a variety of settings, from interpersonal relationships
to the workplace. We will examine the nature and development of conflicts, learn the principles of conflict, and learn the techniques for productive conflict management.

Prerequisite Courses: Junior Standing

Course Learning Outcomes:
• Understand the role of communication in conflict and conflict management processes.
• Describe theories and related to conflict management.
• Analyze the components of conflict that lead to constructive or destructive communication patterns.
• Appreciate the many variables to consider in the selection of strategies, methods, and responses that are appropriate to a given conflict situation.
• Make recommendations for effective conflict management communication in various contexts of interest.

GRADING:

<table>
<thead>
<tr>
<th>Assessment Items</th>
<th>Value</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module Quizzes</td>
<td>70%</td>
<td>7 quizzes @ 100 points each 700 points total</td>
</tr>
<tr>
<td>Discussion Questions</td>
<td>21%</td>
<td>7 @ 30 points each 210 points total</td>
</tr>
<tr>
<td>Assignments</td>
<td>9%</td>
<td>1 @ 90 points each 90 points total</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>1000 points</td>
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GRADING Scale:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>900-1000 points</td>
</tr>
<tr>
<td>B</td>
<td>800-899 points</td>
</tr>
<tr>
<td>C</td>
<td>700-799 points</td>
</tr>
<tr>
<td>D</td>
<td>600-699 points</td>
</tr>
<tr>
<td>F</td>
<td>599 points &amp; below</td>
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**Note: It is the student’s responsibility to be informed of changes to due dates that are announced in Blackboard. There is no late or make up work. Start assignments early.**
WHAT TO EXPECT FROM THE INSTRUCTOR:
The best way to communicate with your instructor is via email. Always include in the subject of your email “Online COMM 3322” when sending an email. All emails will be answered within 48 hours. Graded assignments will be posted a week after the submission date.

PARTICIPATION:
Your active participation is extremely important! There will be an opportunity to discuss and interact with classmates through discussion questions and assignments, which will be graded. Please refer to the Course Calendar and Grading sections for discussion questions and assignments’ points and value.

ACADEMIC DISHONESTY STATEMENT:
Academic dishonesty is prohibited and is considered a violation of the UTEP Handbook of Operating Procedures. It includes, but is not limited to, cheating, plagiarism, and collusion.

- **Cheating** may involve copying from or providing information to another student, possessing unauthorized materials during a test, or falsifying research data on laboratory reports.
- **Plagiarism** occurs when someone intentionally or knowingly represents another person’s words or ideas as his or her own.
- **Collusion** involves unauthorized collaboration with another person or group to commit any academically dishonest act.

Any act of academic dishonesty attempted by a UTEP student is unacceptable and will not be tolerated. Violations will be taken seriously and will be referred to the Office of Student Conduct and Conflict Resolution for possible disciplinary action. Students may be suspended or expelled from UTEP for such actions. You can find more information in the UTEP Handbook of Operating Procedures by visiting, [https://www.utep.edu/vpba/hoop/](https://www.utep.edu/vpba/hoop/)

LATE POLICY:
Deadlines for all quizzes, discussion questions and written assignments will be strictly enforced. No quizzes, discussion questions or written assignments will be accepted after deadline. Missing a deadline is equivalent of not doing the assignment. PR professionals must meet strict deadlines. Students are expected to do the same.

LIBRARY INFORMATION:
Access the UTEP Library by visiting [https://www.utep.edu/library/](https://www.utep.edu/library/)

DISABILITY STATEMENT:
If you have a disability and need classroom accommodations, please contact The Center for Accommodations and Support Services (CASS) at 747-5148, or by email at cass@utep.edu, or
visit the office located in UTEP Union East, Room 106.

For additional information, please visit the CASS website at https://www.utep.edu/student-affairs/cass

RESPONSIBLE, ETHICAL AND EFFECTIVE ELECTRONIC COMMUNICATION:
It is important to share a word of caution so we can become wiser about interpersonal distance learning communications. In an online environment, many of the feelings or impressions that are transmitted via body language in face-to-face communications are lost. Consequently, interpreting emotions and innuendos can be difficult. Only what is written, or drawn, carries the message. Often, excitement can be misinterpreted as anger or insult. We all need to keep this in mind as we communicate.

Words in print may seem harmless, but they can injure us emotionally when working at a distance. Hence, we must be conscious of how we communicate while working at a distance and use good *netiquette*, that is, online communication etiquette. Furthermore, avoid using all capital letters in electronic communication, as all caps come across as shouting.

The standard netiquette for participation in networked discussion requires that all comments focus on the topic at hand, without becoming personalized, and be substantive in nature. **In other words, you certainly may disagree with others, but you must do so respectfully.** You may express strong beliefs or emotions, but you may not get so carried away that you lose all perspective on the course itself.

You can find more information on netiquette, the etiquette of Internet communication, at [www.albion.com/netiquette](http://www.albion.com/netiquette).

DROPPING THE COURSE:
If necessary, it is the responsibility of the student to drop the course by the date indicated in the UTEP Academic Calendar. The professor reserves the right to drop students for lack of course pursuit or failure to maintain proper decorum.