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## GENERAL INFORMATION

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### PROFESSOR INFORMATION



**Instructor:** Dr. Raquel Perez  
**Phone:** (305) 348-2791  
**Office Hours:** By Appointment Only  
**E-mail:** raqper@fiu.edu

### COURSE DESCRIPTION AND PURPOSE

This course presents communication theories relevant to conflict resolution as well as theories about understanding, analyzing, and managing conflict. The main objective of this course is to provide a summary and synthesis of social science and theory of conflict. It offers students of conflict a review of the core concepts and theoretical frameworks that enhance an understanding of human behavior in a wide range of conflict situations. This course is pragmatic as well as theoretical and presents communication and conflict resolution skills and models in a practice based approach.

This is a Discipline-specific Global Learning course that counts toward your graduation requirement.

### COURSE OBJECTIVES

- CO1:** Grasp how to understand conflict as a communication phenomenon and its interactive nature.
- CO2:** Distinguish how language and message choices shape conflict.
- CO3:** Identify how patterns of behavior and the structure of human discourse create important dimensions of any unfolding conflict.
- CO4:** Understand and apply models of conflict analysis and conflict management.

### GLOBAL LEARNING OBJECTIVES

**Global Awareness:** Recognize and analyze sources of organizations conflicts (i.e., misunderstanding of cultures and sub-cultures, proximity of power, conflicting organizational values and goals, and issues in global communication.

**Global Perspective:** Explore a diversity of conflict strategies to utilized globally to promote organizational incisiveness and effectiveness.

**Global Engagement:** Discuss the implications of cultural norms, values and attitudes held by self and others that may result in cultural conflict on personal to global level.

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## TEACHING METHODOLOGY

In order to meet the above objectives, a variety of teaching methods will be used including multimedia presentations, videos, and articles that represent multiple and diverse perspectives, assignments, quizzes, and exams. To cover the entire text in one semester will put considerable responsibility on the student. The reading of one to two chapters per week will require you to read carefully and understand the most important points underlying each chapter.

- Be sure to allocate your time appropriately and be prepared.
- Students must read assigned material before the quizzes are due.
- It is my objective to make this an interesting, enjoyable, and useful course; in return students must be prepared to participate in this process.

## ASSURANCE OF LEARNING

The College of Business cares about the quality of your education. For more information, please visit the [Assurance of Learning](#) site to learn more on the College's commitment to this initiative.

## IMPORTANT INFORMATION POLICIES

Please review the [FIU's Policies and Netiquette](#) webpage. The policies webpage contains essential information regarding guidelines relevant to all courses at FIU, as well as additional information about acceptable netiquette for online courses.

As a member of the FIU community you are expected to be knowledgeable about the behavioral expectations set forth in the [FIU Student Code of Conduct](#).

## TECHNICAL REQUIREMENTS AND SKILLS

One of the greatest barriers to taking an online course is a lack of basic computer literacy. By computer literacy we mean being able to manage and organize computer files efficiently, and learning to use your computer's operating system and software quickly and easily. Keep in mind that this is not a computer literacy course; but students enrolled in online courses are expected to have moderate proficiency using a computer. Please go to the "[What's Required](#)" webpage to find out more information on this subject.

Privacy Policy Statements for Partners and Vendors

- [Canvas](#)
- [Microsoft](#)
- [Adobe](#)
- [Google](#)
- [Turnitin](#)
- [Respondus LockDown Browser](#)

Please visit our [Technical Requirements](#) webpage for additional information.

## ACCESSIBILITY AND ACCOMMODATION

The Disability Resource Center collaborates with students, faculty, staff, and community members to create diverse learning environments that are usable, equitable, inclusive and sustainable. The DRC provides FIU students with disabilities the necessary support to successfully complete their education and participate in activities available to all students. If you have a diagnosed disability and plan to utilize academic accommodations, please contact the Center at 305-348-3532 or visit them at the Graham Center GC 190.

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For additional assistance please contact FIU's [Disability Resource Center](#).

Web Accessibility Statements for Partners and Vendors

- [Canvas](#)
- [Microsoft](#)
- [Adobe](#)
- [Google](#)

Please visit our [ADA Compliance](#) webpage for additional information about accessibility involving the tools used in this course.

## ACADEMIC MISCONDUCT STATEMENT

Florida International University is a community dedicated to generating and imparting knowledge through excellent teaching and research, the rigorous and respectful exchange of ideas and community service. All students should respect the right of others to have an equitable opportunity to learn and honestly to demonstrate the quality of their learning. Therefore, all students are expected to adhere to a standard of academic conduct, which demonstrates respect for themselves, their fellow students, and the educational mission of the University. All students are deemed by the University to understand that if they are found responsible for academic misconduct, they will be subject to the Academic Misconduct procedures and sanctions, as outlined in the Student Handbook.

Academic Misconduct includes:

**Cheating** – The unauthorized use of books, notes, aids, electronic sources; or assistance from another person with respect to examinations, course assignments, field service reports, class citations; or the unauthorized possession of examination papers or course materials, whether originally authorized or not.

**Plagiarism** – The use and appropriation of another's work without any indication of the source and the representation of such work as the student's own. Any student who fails to give credit for ideas, expressions or materials taken from another source, including internet sources, is responsible for plagiarism.

Learn more about the [academic integrity policies and procedures](#) as well as [student resources](#) that can help you prepare for a successful semester.

## COURSE PREREQUISITES

This course has a prerequisite(s): MAN3025.

## PANTHERS CARE & COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

If you are looking for help for yourself or a fellow classmate, Panthers Care encourages you to express any concerns you may come across as it relates to any personal behavior concerns or worries you have, for the classmate's well-being or yours; you are encouraged to share your concerns with [FIU's Panthers Care website](#).

[Counseling and Psychological Services \(CAPS\)](#) offers free and confidential help for anxiety, depression, stress, and other concerns that life brings. Professional counselors are available for same-day appointments. Don't wait to call 305-348-2277 to set up a time to talk or visit the online self-help portal.

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## TEXTBOOK



There is no required text for this class. However, you will need to acquire access to LinkedIn Learning. You can find the assigned LinkedIn Learning lessons in the weekly modules on Canvas along with your weekly readings

Additional Resources:

**Global Awareness:** Recognize and analyze sources of organizational conflicts (i.e., misunderstanding of cultures and sub-cultures, proximity of power, conflicting organizational values and goals, and issues in global communication)

<https://www.communicaid.com/communication-skills/bl...communication-skills/managing-conflict-international-workplace/>

**Global Perspective:** Explore a diversity of conflict strategies to utilized globally to promote organizational incisiveness and effectiveness.

<https://www.cadeworks.org/resources/cadre-materials-family-members/inclusive-listening-building-understanding-supporting>

**Global Engagement:** Discuss the implications of cultural norms, values, and attitudes held by self and others that may result in cultural conflict on personal to global level.

<https://www.wilsoncenter.org/event/conflict-prevention-changing-world-the-role-international-organizations>

## EXPECTATIONS OF THIS COURSE

This is an online course, which means most (if not all) of the course work will be conducted online. Expectations for performance in an online course are the same for a traditional course. In fact, online courses require a degree of self-motivation, self-discipline, and technology skills which can make these courses more demanding for some students. Students are expected to:

- review the getting started page located in the course modules;
- introduce yourself to the class during the first week by posting a self-introduction in the appropriate discussion;
- take the practice quiz to ensure that your computer is compatible with the learning management system, Canvas;
- interact online with instructor and peers;
- review and follow the course calendar and weekly outlines;
- log in to the course 3 times per week;
- respond to discussions by the due date specified. No late work will be accepted;
- respond to emails within 2 days;
- submit assignments by the corresponding deadline

The instructor will:

- log in to the course 5 times per week;
- respond to emails within 24 hours;
- grade assignments in a timely manner and provide group or individual feedback.

## COURSE DETAIL

### COURSE COMMUNICATION

Communication in this course will take place via the Canvas Inbox. Check out the [Canvas Conversations Tutorial](#) or [Canvas Guide](#) to learn how to communicate with your instructor and peers using Announcements, Discussions, and the Inbox. I will respond to all correspondences within 48 business hours.

## ASSESSMENTS

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In order to mitigate any issues with your computer and online assessments, it is very important that you take the "Practice Quiz" from each computer you will be using to take your graded quizzes and exams. It is your responsibility to make sure your computer meets the minimum [hardware requirements](#).

All assessments will auto-submit when (1) the timer runs out OR (2) the closing date/time is reached, **whichever happens first**. For example, if a quiz has a closing time of 5:00 pm but the student begins the exam at 4:55 pm, the student will only have 5 minutes to complete the quiz.

Assessments in this course are not compatible with mobile devices and should not be taken through a mobile phone or a tablet. If you need further assistance please contact [FIU Online Support Services](#).

## ASSIGNMENTS

During this semester, you will be working Organizational Conflict SWOT Analysis. The goal of this assignment is to gain a better understanding of course concepts in practice. You will be submitting the finalized analysis as a file upload via the Assignment Dropbox. More information on project will be provided within Canvas. \*The SWOT Analysis assignment will serve as an assessment of your Global Awareness and Global Engagement.

## GRADING

In order to measure your progress and assign grades at the end of the term, there will be a number of different assessment tools used. The assessment tools used in this class will include:

- Class Participation and Discussions Focused on Enhancing Global Perspectives.
- Group SWOT Analysis
- Organizational Conflict SWOT Analysis

Multiple assessment tools will allow for the most accurate representation of student's ability in understanding and utilizing concepts and critical thinking skills associated with Organizational Conflict. Course discussions will incorporate critical thinking with course content and allows for the introduction of real-world documents into the classroom.

### Late Policy

All assignments are due on the date and time published on the syllabus and Canvas. Any assignments submitted after the due date will carry a 10% per day penalty when graded.

Course Requirements		Weight			
Attendance/Participation		15%			
Group SWOT Analysis		35%			
Organizational Conflict SWOT Analysis		50%			
<b>Total</b>		<b>100%</b>			

  

Letter	Range (%)	Letter	Range (%)	Letter	Range (%)
A	93 or above	B	83 - 86	C	70 - 76
A-	90 - 92	B-	80 - 82	D	60 - 69
B+	87 - 89	C+	77 - 79	F	59 or less

## COURSE CALENDAR

### WEEKLY SCHEDULE

This syllabus is subject to change. You are responsible for regularly monitoring Canvas Announcements, Canvas Conversations/Inbox messages and your FIU student email where any changes will be noted. All times expressed in the Syllabus and Course are in Eastern Time (ET). **Canvas dates are the most accurate dates for all assignments.**

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Date	Tasks
Module 1 Oct 18 <sup>th</sup> – Oct 31 <sup>st</sup>	<ul style="list-style-type: none"><li>• Video Introductions Due Sunday October 31<sup>st</sup></li><li>• Resolving Conflicts On The Job Read Chapter 1-3</li><li>• <a href="#">Discuss The history of management: a global perspective article.</a></li><li>• S.W.O.T. Analysis Identifying Your Strengths, Weaknesses, Opportunities, and Threats</li></ul>
Module 2 Nov 1 <sup>st</sup> – Nov 14 <sup>th</sup>	<ul style="list-style-type: none"><li>• Read Resolving Conflicts On The Job Read Chapter 4-6</li><li>• <a href="#">Discuss Globalization and Conflict Resolution</a></li><li>• S.W.O.T. Analysis Identifying Your Strengths, Weaknesses, Opportunities, and Threats (As a reference).</li><li>• Complete Team S.W.O.T Identification Activity</li></ul>
Module 3 Nov 15 <sup>th</sup> – Nov 28 <sup>th</sup>	<ul style="list-style-type: none"><li>• Read Resolving Conflicts On The Job Read Chapter 7-11</li><li>• <a href="#">Discuss How Does Culture Influence Conflict Resolution? A Dynamic Constructivist Analysis</a></li></ul>
Module 4 Nov 29 <sup>th</sup> – Dec 8 <sup>th</sup>	<ul style="list-style-type: none"><li>• Create and Submit S.W.O.T Analysis</li><li>• S.W.O.T. Analysis Identifying Your Strengths, Weaknesses, Opportunities, and Threats (As a reference).</li></ul>

**Disclaimer:** The instructor reserves the right to alter the course requirements, schedule, and/or assignments based on new materials, class discussions, or other legitimate pedagogical objectives. Students will be given notice of relevant changes in class or via e-mail.

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