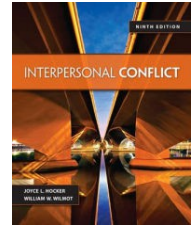


COM 338 Interpersonal Conflict

Purpose: The purpose of this course is to help students gain an understanding of the nature of interpersonal conflict and how it can be avoided and resolved.

Recommended Textbook: The recommended textbook for this course is *Interpersonal Conflict*, 6th Edition. The authors are William Wilmot and Joyce Hocker. Softcover, 400 pages. ©2013, McGraw-Hill, ISBN 9780078036934



Learning Outcomes: By the end of this study, students should be able to:

1. Identify the major causes of conflict between persons.
2. Discuss the importance of understanding how perspective influences ones view of a conflictual situation.
3. Explain the relationship of power and interpersonal conflict.
4. Describe the process of assessing conflicts.
5. Discuss the key elements of conflict negotiation.
6. Discuss the importance of forgiveness and reconciliation to the resolution of a conflict.

Structure: This course has been divided into two sections. Each section has several Areas of Study which correspond to the chapters of the recommended textbook.

COM 338.1 The Nature of Conflict

First Area of Study: The Nature of Conflict

Second Area of Study: Perspectives on Conflict

Third Area of Study: Interests and Goals

Fourth Area of Study: Power: The Structure of Conflict

Fifth Area of Study: Styles and Tactics

COM 338.2 Avoiding and Resolving Conflict

First Area of Study: Assessing Conflicts

Second Area of Study: Moderating Your Conflicts

Third Area of Study: Negotiating for Mutual Gains

Fourth Area of Study: Third-Party Intervention

Fifth Area of Study: Mending the Broken Branch: Forgiveness and Reconciliation

Sixth Area of Study: Preventing Destructive Conflict

Academic Credit: Academic credit is earned for this course by passing the Interpersonal Conflict Examination. The exam has two parts which correspond to the sections listed above.