The University of Texas at
TYLER
Soules College of Business

Course Syllabus for HRD 5344: Conflict Resolution

Fall 2023

Instructor: Nandini (Nan) McClurg, Ph.D.
Preferred Contact by Email:
NMcClurg@UTTyler.edu

In case of an emergency, please leave a message at **903-287-6790**
Please send an email to set up a time for a non-emergency phone conversation.

Office Hours:
Office hours are not scheduled. I am always available by phone to provide guidance. Canvas messages and emails will be responded to within one to two business days.

Course Description:
Study of the basic theories and concepts of conflict resolution: its philosophical and historical development, paradigms, structure and function, and issues and trends in the field.

Required Textbook/Materials:

1. 1. Furlong, G. T. (2020). *The conflict resolution toolbox: Models and maps for analyzing, diagnosing, and resolving conflict. (2nd Ed).* John Wiley & Sons.   ISBN-13: 978-1119717584
2. APA 7 Publication Manual   ISBN-13:978-1433832161 (optional, but recommended)

Minimally, please bookmark this APA site:
https://apastyle.apa.org/products/publication-manual-7th-edition

Most everything you need to strengthen your APA skills can be found under the '**STYLES AND GRAMMAR GUIDELINES**' tab at this above link.

For additional support, we also suggest bookmarking this link to the Purdue University Online Writing Lab (OWL) guide:
https://owl.english.purdue.edu/owl/resource/560/01/

3. **Please note that an eTextbook version is available to UT Tyler students through UT Tyler's Robert R. Muntz Library. There is no cost for using the eTextbook.**

   You can find the ebook at this link: https://ebookcentral-proquest-com.ezproxy.uttyler.edu/lib/uttyler/detail.action?docID=6320000Links to an external site.

4. Various Readings, Audio Recordings, and Videos provided by the instructor.

Course Learning Objectives:
- **Critique and discuss** with class members **various strategies for resolving conflict in the workplace.**
- Engage in scholarly writing (**developing and strengthening APA skills**) and conceptualization of a topic related to conflict resolution.
- **Synthesize findings of library research** into a semester paper and infographic.

- **Demonstrate understanding of global awareness as it relates to conflict resolution in the workplace.**

Course Competencies

1. <u>Computer-Based Skills</u> – the student will complete written assignments using the word processor as well as periodic Canvas assignments via Internet connectivity; will login in utilizing asynchronous platforms; and will create an Infographic which is to be embedded in a research paper as **Figure 1**, utilizing formatting skills.
2. <u>Communication Skills</u> – the student will exhibit a mastery of written skills in completion of research paper, asynchronous communication with classmates, and social media postings.
3. <u>Interpersonal Skills</u> – the student will interact in online class discussions to clarify their thinking regarding conflict resolution.
4. <u>Problem Solving (Critical Thinking)</u> – the student will use conceptual thinking to analyze and make determinations for the semester paper with embedded Infographic.
5. <u>Ethical Issues in Decision Making and Behavior</u>— the student will gain an appreciation of the ethics of graduate writing. They will also learn the basics of APA, 7th Edition (and/or 7th edition) when citing and referencing the ideas of other authors in their assignments.
6. <u>Personal Accountability for Achievement</u> – the student will complete projects and activities at the time designated by the instructor and will enter into class discussions as assigned.
7. <u>Competence in Technology Principles</u>-The student will demonstrate technology competencies as well as the benefits of technology through asynchronous technologies.

<u>Grading</u>:

A	90-100	B	80-89	C	70-79
D	60-69	F	< - 59		

Grading Policy for HRD 5344:	
Online Quiz, Discussions, & Social Media Postings	60%
Research Paper with embedded Infographic	30%
Final Exam (Reflective Essay)	10%
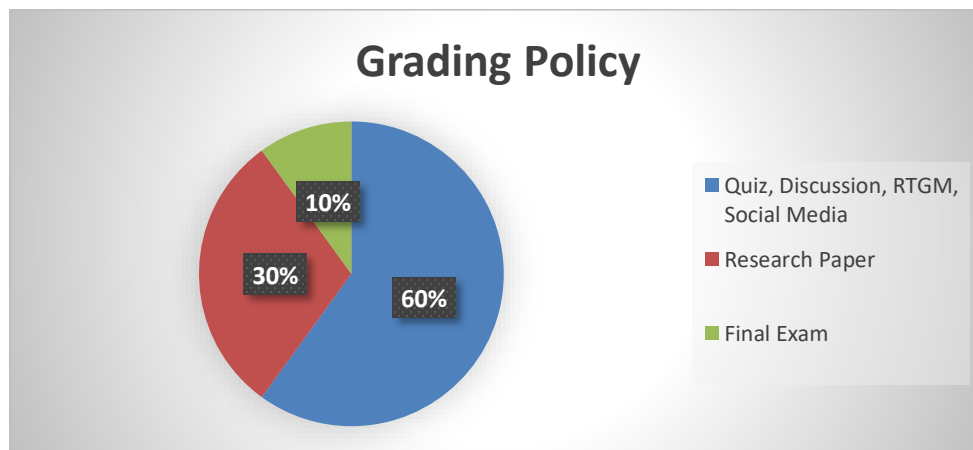
<u>Grading Descriptions</u>

<u>Online Quiz, Online Discussions (in Discussions and RTGMs), and Social Media Postings</u>

As part of students' online instruction, there will be frequent online discussions to demonstrate understanding of the topics covered in the readings as well as indicating how technology can allow professionals to network and collaborate around various topics. The quizzes are open note/open book and will have a short time limit to enhance academic honesty.

Note: There is only 1 Quiz in this course. Quizzes on Canvas will not be reset if they "stall". Therefore, students are strongly encouraged to have a reliable Internet connection or take the Quiz on one of the UT Tyler Campuses:
(Tyler, Longview, Houston, Palestine).

Online discussions involve reading, studying and posting a well-written comment/posting as assigned with classmates. Posting is expected to be collegial to one another in online environments; and summary papers encapsulate the essences of assigned readings/videos, applying APA 7 rules for in-text citations and references.

Real-Time Group Meetings (RTGMs) will take place via Zoom.us.

Social Media Postings – These are short social media postings on the social media of student's choosing (i.e. LinkedIn, Twitter, Pinterest, Facebook, etc.) and utilize the course hashtag (#HRD5344); student will "screenshot" their posting for documentation of completion. All written work is expected to be graduate-level work, properly cited, and referenced in APA 7 as required, and free from grammar/spelling errors. (**60% of course grade**).

Research Paper with embedded Infographic (Group Assignment)
Each student group (size of group based on total enrollment) will choose a suitable topic from their textbook (involving conflict resolution in the workplace) and will thoroughly research their chosen topic and will write an original written group research paper (12-13 page research paper including Cover Page and Reference Page with at least 10 sources of references including the textbook; must include the synthesis of at least 6 peer-reviewed journal articles) and create an original infographic that conceptualizes the primary themes of the paper which they will embed using one of the wrap-around features of the word processor. A template will be provided and must be used for this paper. All sources must be correctly cited and referenced according to APA 7 standards. Students who do not work with their group will earn 0% for this assignment. (**30% of course grade**)

Final Exam – (**10% of course grade**).
Instructions will be provided ahead of time, so students have time to prepare for this reflective essay exam.

Make-Up Work and Late Work
Make-Up work is allowed for a medical/official university business excuse with proper documentation. Otherwise, there will be a **50% per calendar day penalty (including weekends)** for all late work not otherwise pre-authorized. Please Email Dr. McClurg ahead of time for special cases (such as military duty/training, health or family emergencies; Dr. McClurg may request documentation for these situations).

Writing Expectations
This is a graduate-level university course with numerous written assignments that should be free of spelling and grammatical errors and should include sufficient organization, demonstrate critical thinking, and the proper citing of sources and references according to APA 7 guidelines. If you seek assistance from the UT Tyler Writing Center, you should plan in advance for the Center to look over your paper and offer advice. If you need further tutoring, you should plan for at least two hour-long tutorials per assignment.
Contact info: UT Tyler Writing Center, (903) 565-5995, email: writingcenter@uttyler.edu

> **Important Dates:**
> Census Date = September 1, 2023
> Last Day to Withdraw from Classes = October 30, 2023

Important COVID-19 Information for Classrooms and Laboratories
As specified by COVID-19 Information and Procedures ,UT Tyler bases its protocols and guidelines on current CDC recommendations.

Face coverings – Face coverings are recommended to help slow the spread of COVID-19.
Social distancing – Please keep a distance of at least three (3) feet between you and others. The UT Tyler community of Patriots views adoption of these practices consistent with its Honor Code and a sign of good citizenship and respectful care of fellow classmates, faculty, and staff. Students who are feeling ill or experiencing symptoms such as sneezing, coughing, digestive issues (e.g. nausea, diarrhea), or a higher than normal temperature should stay at home and are encouraged to use the UT Tyler COVID-19 Information and Procedures website to review protocols, check symptoms, and report possible exposure. Students needing additional accommodations may contact the Office of Student Accessibility and Resources at University Center 3150, or call (903) 566-7079 or email saroffice@uttyler.edu.

Recording of Class Sessions
Class sessions may be recorded by the instructor for use by students enrolled in this course. Recordings that contain personally identifiable information or other information subject to FERPA shall not be shared with individuals not enrolled in this course unless appropriate consent is obtained from all relevant students. Class recordings are reserved only for the use of students enrolled in the course and only for educational purposes. Course recordings should not be shared outside of the course in any form without express permission.

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University and College Policies:

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Soules College of Business Statement of Ethics:
The ethical problems faced by our local, national, and global business communities are an ever-increasing challenge. It is essential the College of Business and Technology help students prepare for lives of personal integrity, responsible citizenship, and public service. To accomplish these goals, both students and faculty of the Soules College of Business at The University of Texas at Tyler will:
- Ensure honesty in all behavior, never cheating or knowingly giving false information.
- Create an atmosphere of mutual respect for all students and faculty regardless of race, creed, gender, age, or religion.
- Develop an environment conducive to learning.
- Encourage and support student organizations and activities.
- Protect property and personal information from theft, damage, and misuse.
- Conduct yourself in a professional manner both on and off campus.

SOULES COLLEGE OF BUSINESS CORE VALUES
- PROFESSIONAL PROFICIENCY
- TECHNOLOGICAL COMPETENCE
- GLOBAL AWARENESS
- SOCIAL RESPONSIBILITY
- ETHICAL COURAGE

UT Tyler Honor Code
Every member of the UT Tyler community joins together to embrace: Honor and integrity that will not allow me to lie, cheat, or steal, nor to accept the actions of those who do.

Students Rights and Responsibilities
To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link:
http://www.uttyler.edu/wellness/rightsresponsibilities.php

Campus Carry

We respect the rights and privacy of students 21 and over who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at
http://www.uttyler.edu/about/campus-carry/index.php

UT Tyler is a Tobacco-Free University

All forms of tobacco will not be permitted on the UT Tyler main campus, branch campuses, and any property owned by UT Tyler. This applies to all members of the University community, including students, faculty, staff, University affiliates, contractors, and visitors. Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products. There are several cessation programs available to students looking to quit smoking, including counseling, quitline, and group support. For more information on cessation programs please visit
www.uttyler.edu/tobacco-free.

Grade Replacement/Forgiveness and Census Date Policies

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at
http://www.uttyler.edu/registrar .
Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar. Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.
The Census Date (**September 1, 2023**) is the deadline for many forms and enrollment actions of which students need to be aware. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid

State-Mandated Course Drop Policy

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university.

For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date).

Dr. Nandini McClurg   HRD 5344

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

Student Absence due to Religious Observance

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second week of the semester.

Student Absence for University-Sponsored Events and Activities

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

Social Security and FERPA Statement

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

Disability/Accessibility Services

The University of Texas at Tyler has a continuing commitment to providing reasonable accommodation for students with documented disabilities. Due to the pandemic, the need for accommodations and the process for arranging them may be altered by the COVID-19 changes we are experiencing and the safety protocols currently in place. Students with disabilities who may need accommodation(s) to fully participate in this class are urged to contact the Student Accessibility and Resources Office (SAR) as soon as possible, to explore what arrangements need to be made to ensure access. Starting the Fall 2021 semester, SAR started offering appointments via ZOOM. If you have a disability, including a non-visible diagnosis such as a learning disorder, chronic illness, TBI, PTSD, ADHD you are encouraged to visit https://hood.accessiblelearning.com/UTTyler and fill out the New Student Application. For more information, please Email: saroffice@uttyler.edu or visit the SAR webpage at https://www.uttyler.edu/disabilityservices/ or call 903.566.7079

Student Counseling Center

The **Student Counseling Center** supports students in developing balance, resiliency, and overall well-being both academically and personally. They have in-person and virtual counseling options. In addition, the Student Counseling Center offers TAO, a self-help, completely private online library of behavioral health resources. Access the TAO website using your UT Tyler credentials.

Student Standards of Academic Conduct
Disciplinary proceedings may be initiated against any student who engages in scholastic dishonesty, including, but not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person,

Dr. Nandini McClurg   HRD 5344

taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.
i. "Cheating" includes, but is not limited to:

- copying from another student's test paper;
- using, during a test, materials not authorized by the person giving the test;
- failure to comply with instructions given by the person administering the test;
- possession during a test of materials which are not authorized by the person giving the test, such as class notes or specifically designed "crib notes". The presence of textbooks constitutes a violation if they have been specifically prohibited by the person administering the test;
- using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;
- collaborating with or seeking aid from another student during a test or other assignment without authority;
- discussing the contents of an examination with another student who will take the examination;
- divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructors has designated that the examination is not to be removed from the examination room or not to be returned or to be kept by the student;
- substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;
- paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program or information about an unadministered test, test key, home solution or computer program;
- falsifying research data, laboratory reports, and/or other academic work offered for credit;
- taking, keeping, misplacing, or damaging the property of The University of Texas at Tyler, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and
- misrepresenting facts, including providing false grades or resumes, for the purpose of obtaining an academic or financial benefit or injuring another student academically or financially.

ii. "Plagiarism" includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another's work and the submission of it as one's own academic work offered for credit.

iii. "Collusion" includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.

iv. **All written work that is submitted will be subject to review by plagiarism software**.

UT Tyler Resources for Students

Writing Center: The Writing Center provides all undergraduate and graduate students a place to work on their writing projects and skills. There are tutoring options as well as

workshops available to support you in your academic writing. (903.565.5995), writingcenter@uttyler.edu

Math Learning Center: The Math Learning Center provides drop-in tutoring for lower-level math courses throughout the week. The MLC also has computer workstations for your use. The Mathematics Learning Center, RBN 4021, this is the open access computer lab for math students, with tutors on duty to assist students who are enrolled in early-career courses

PASS Tutoring Center: The PASS Tutoring Center supports a variety of courses. Due to COVID-19, we are asking that you schedule an appointment for your face-to-face tutoring support. Tutoring is also available through Zoom tutoring sessions. Check the website to see the courses supported for the Fall 2023 term.

Supplemental Instruction (SI): SI is a series of weekly peer-assisted study sessions in courses identified by previous students as difficult. Due to COVID-19, SI sessions will be conducted face-to-face and via Zoom this fall. Check the website to see the support courses for the Fall 2023 term.

Upswing (24/7 Online Tutoring): Upswing is a free, confidential, and convenient way to receive help in nearly all of UT Tyler's undergraduate courses. **UT Tyler Tutoring Center** (903.565.5964), tutoring@uttyler.edu

Robert R. Muntz Library Staff: UT Tyler has an incredible staff of librarians ready to assist you. Discipline/major library liaisons are available to support you and you can also schedule appointments for research consultations. In addition, the Robert R. Muntz library's Head of University Archives and Special Collections can assist you with scholarly communications, primary sources, and archive materials.

Canvas 101: This Canvas course provides you with a wealth of information – including how to navigate in Canvas, use ProctorU (and even take a practice test), tips for being a successful online and hybrid learner, how to use Zoom, and more!

Digital Support Toolkits: Digital Support Toolkits are supplemental materials generated by faculty to help you be successful in targeted courses typically taken by our freshman and sophomore population. Students registered in Digital Support Toolkits supported courses will find these in their Canvas dashboard. You don't have to register – just take advantage of this great resource.

UT Tyler Testing Center: The Testing Center provides securing testing opportunities to meet the needs of students and the community in an environment conducive to student and academic success.

Student Accessibility and Resource (SAR) Office: The SAR Office works to provide students equal access to all educational, social, and co-curriculum programs through the coordination of services and reasonable accommodations, consultation, and advocacy.

Student Counseling Center: The Student Counseling Center supports students in developing balance, resiliency, and overall well-being both academically and personally. They have in person and virtual counseling options. In addition, the Student Counseling Center offers TAO, a self-help, completely private online library of behavioral health resources. Sign into the TAO website using your UT Tyler credentials. **UT Tyler Counseling Center** (903.566.7254)

Note: *Any changes to these Syllabus policies will be updated at: http://www.uttyler.edu/academicaffairs/files/syllabuspolicy.pdf

COVID-19 Related Resources for Students
- **COVID-19 information:** https://www.uttyler.edu/coronavirus/
- **COVID-19 HOTLINE** 903.565.5999
- **UT Tyler COVID-19 Illness Report Form**

UT Tyler Resources for Students
- **IT Support:** ITSupport@uttyler.edu
- **Canvas Support:** Canvas@uttyler.edu
- **UT Tyler Writing Center** (903.565.5995), writingcenter@uttyler.edu
- **UT Tyler Tutoring Center** (903.565.5964), tutoring@uttyler.edu
- **UT Tyler Counseling Center** (903.566.7256)

Other Information: What to do in a Crisis:
- 24/7 Crisis Line: 903.566.7254
- What to Do in a Crisis Webpage: https://www.uttyler.edu/counseling/emergencies.php

HRD 5344: Conflict Resolution

Tentative Course Outline as of 8/5/23*

Mod	Date	Topic/Description	Deliverables Due before Midnight on Ending Date of Module
1	8/21/23 – Wed., 8/30/23	• Introduction to Course • Academic Honesty (video and document within the slides) • Review Syllabus and Course Outline • Read *Harvard Business Review* article by McKee (2014)	• 1.1 Self Introduction and HBR Article (whole class) • 1.2 A Short Reflection on Workplace Conflict (whole class) • 1.3 Online Quiz over syllabus, outline, slides & readings
2	8/31/23 – 9/9/23	• Textbook reading - Chapter 1 (Introduction through Summary) • TEDx Video by Robin Funsten: How Understanding Conflict Can Help Improve Our Lives	• 2.1 Discussions Posting (3-paragraphs) over readings and video (whole class) • 2.2 Social Media posting (#HRD5344) • 2.3 Group will submit dates/times for Zoom meetings for RTGM #1 and RTGM #2
3	9/11/23– 9/23/23	• Intro to Zoom for RTGMs • Textbook reading Chapters 2, 3 & 4 • MindTools Video by Lydia Richards • Article on IBR Approach • Choose Topic from the textbook for the Group Research Paper	• 3.2 RTGM #1 Report includes real-time discussion about the textbook reading; also, submission by group of a suitable topic for the group's research paper and infographic for Dr. McClurg's approval. • Note: Group Research Paper is due in Module 7.
4	9/25/23– 10/7/23	• Textbook reading Chapters 5, 6 & 7 • Read *Harvard Business Review* article by Markman (2019), and Thompson (2019)	• 4.1 Discussions Posting over readings (whole class) • 4.2 Social Media posting (#HRD5344)
5	10/9/23– 10/21/23	• Textbook reading Chapters 8 & 9 • TEDx Video by Louis Evans: Own Your Behavior, Master Your Communication	• 5.1 RTGM #2 Report discussing readings and TEDx Video and working on Research Paper with group. • Final topic of your Group Research paper should be submitted to Dr. McClurg.
6	10/23/23– 11/4/23	• Textbook reading • Chapters 10, 11, & 12 • Read *Harvard Business Review* article by Porter (2019) • Group Research Paper with Infographic	• 6.1 Discussions Posting over readings (whole class) • Optional: RTGM #3 to work with group on Research Paper over Zoom
7	11/6/23– 11/18/23	• Work on Research Paper with your group	• 7.1 Group Research Paper and Infographic due 11/18/23
11/20/23 – 11/24/23 THANKSGIVING BREAK			
8 Wrap-Up	11/27/23– 12/6/23	One Social Media Post • Examining a Journal Article • Review and Take Final Exam	• 8.1 Social Media Posting (#HRD5344) • 8.2 Peer-reviewed Journal Article: Write one paragraph answering 2 questions. • 8.3 Final Exam (8-paragraph reflective essay)

*Note: If an unforeseen reason arises that the tentative calendar needs to be altered, Dr. McClurg will upload a new calendar onto Canvas and students will be notified by a Canvas Course Announcement.