

Course Syllabus for HRD 5344: Conflict Resolution

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Spring 2021

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**Instructor: Nandini (Nan) McClurg, Ph.D.**

Preferred Contact by Email:  
NMcClurg@UTTyler.edu

In case of an emergency, you can reach me 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 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. Cloke, K., & Goldsmith, J. (2011). *Resolving conflicts at work: Ten strategies for everyone on the job, (3<sup>rd</sup> Ed)*. Jossey-Bass. ISBN-13: 978-0470922248
2. *APA 7 Publication Manual* ISBN-13: 978-1433832161 – We also suggest this link to the Purdue University Online Writing Lab (OWL) guide: <https://owl.english.purdue.edu/owl/resource/560/01/>
3. Various Readings, Audio Recordings, and Videos provided by 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**

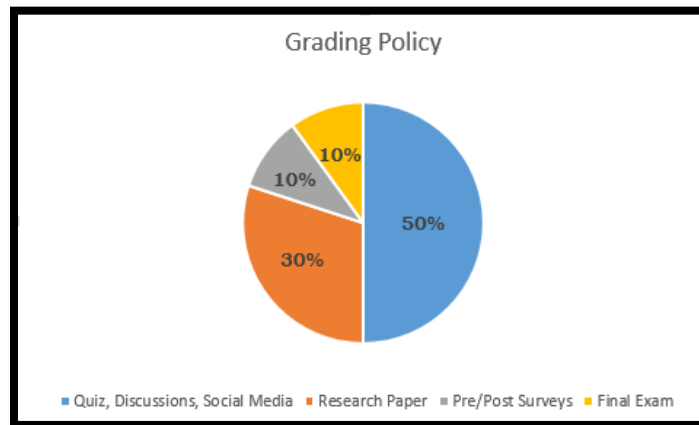
1. Computer-Based Skills – the student will complete written assignments using the word processor as well as periodic Canvas assignments via Internet connectivity; will login in utilizing asynchronous platforms; and will create an Infographic which is to be embedded in a research paper as **Figure 1**, utilizing formatting skills
2. Communication Skills – the student will exhibit a mastery of written skills in completion of research paper, asynchronous communication with classmates, and social media postings
3. Interpersonal Skills – the student will interact in online class discussions to clarify thinking regarding conflict resolution
4. Problem Solving (Critical Thinking) – the student will use conceptual thinking to analyze and make determinations for the semester paper with embedded Infographic

5. Ethical Issues in Decision Making and Behavior— the student will gain an appreciation of the ethics of graduate writing. They will also learn the basics of APA, 7<sup>th</sup> Edition (and/or 7<sup>th</sup> edition) when citing and referencing the ideas of other authors in their assignments.
6. Personal Accountability for Achievement – the student will complete projects and activities at the time designated by the instructor and will enter into class discussions as assigned.
7. Competence in Technology Principles-The student will demonstrate technology competencies as well as the benefits of technology through asynchronous technologies.

**Grading:**

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

<b>Grading Policy for HRD 5344:</b>	
Online Quiz, Discussions, & Social Media Postings	50%
Research Paper with embedded Infographic	30%
Pre and Post Experience Surveys	10%
Final Exam (Reflective Essay)	10%



**Grading Descriptions**

**Online Quiz, Online Discussions (in Discussions and RTGMs), and Social Media Postings**

As part of students’ online instruction, there will be one or two quizzes, and 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: Quizzes will not be reset if they “stall” so 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, is expected to be collegial to one another in online environments; and summary papers encapsulate the essences of assigned readings/videos.

Real-Time Group Meetings (RTGMs) will take place in 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. **(50% 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 a 0% for this assignment. **(30% of course grade)**

### **Pre and Post Experience Surveys**

Students will be asked to complete anonymous online surveys in Qualtrics before and following their assignments Each survey should take about 10-15 minutes. **(10% of course grade)**.

### **Final Exam – (10% of course grade)**

A study guide 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 with a medical/official university business excuse without proper documentation. Otherwise, there will be a **50% per calendar day penalty (including weekends)** for all late work not otherwise pre-authorized. Email instructor ahead of time for special cases (such as military duty/training, health or family emergencies; Dr. McClurg will 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 them 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](mailto:writingcenter@uttyler.edu)

#### **Important Dates:**

Census Date = **January 25, 2021**

Last Day to Withdraw from Classes = **March 29, 2021**

### **Important COVID-19 Information for Classrooms and Laboratories**

Students are required to wear face masks covering their nose and mouth, and follow social distancing guidelines, at all times in public settings (including classrooms and

laboratories), as specified by [Procedures for Fall 2020 Return to Normal Operations](#). 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, or a higher-than-normal temperature will be excused from class and should stay at home and may join the class remotely. Students who have difficulty adhering to the Covid-19 safety policies for health reasons are also encouraged to join the class remotely. 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](mailto: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.

## **University and College Policies:**

### **Soules College of Business Statement of Ethics:**

The ethical problems facing 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. In order 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 right 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](http://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 (**January 25, 2021**) 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).

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 class meeting 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 accommodations for students with documented disabilities. Like so many things this Fall, 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) in order 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. During the Spring 2021 semester, SAR will be conducting all 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](mailto: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, 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**

#### **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 two business days.

**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](mailto: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 Spring 2021 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 Spring 2021 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](mailto: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>

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### **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](mailto:ITSupport@uttyler.edu)
- **Canvas Support:** [Canvas@uttyler.edu](mailto:Canvas@uttyler.edu)
- **UT Tyler Writing Center** (903.565.5995), [writingcenter@uttyler.edu](mailto:writingcenter@uttyler.edu)
- **UT Tyler Tutoring Center** (903.565.5964), [tutoring@uttyler.edu](mailto: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>
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## HRD 5344: Conflict Resolution

*Tentative Course Outline as of 01/07/21\**

<u>Mod</u>	<u>Date</u>	<u>Topic/Description</u>	<u>Deliverables Due before Midnight on Ending Date of Module</u>
<b>1</b>	1/11/21 – <u>Wed.</u> , 1/20/21	<ul style="list-style-type: none"> <li>• Introduction to Course</li> <li>• Academic Honesty (video and document within the slides)</li> <li>• Review Syllabus and Course Outline</li> <li>• Read <i>Harvard Business Review</i> article by McKee (2014)</li> </ul>	<ul style="list-style-type: none"> <li>• 1.1 Complete Brief Pre-Survey in Qualtrics + Canvas text box</li> <li>• 1.2 Introduce Yourself Posting on Canvas “Discussions” (whole class)</li> <li>• 1.3 Online Quiz over syllabus, outline, slides &amp; readings</li> </ul>
<b>2</b>	1/21/21 – 1/30/21	<ul style="list-style-type: none"> <li>• Textbook reading (Foreword through Strategy 1)</li> <li>• TEDx Video by Robin Funsten: How Understanding Conflict Can Help Improve Our Lives</li> </ul>	<ul style="list-style-type: none"> <li>• 2.1 Discussions Posting over readings and video (whole class)</li> <li>• 2.2 Social Media posting (#HRD5344)</li> <li>• 2.3 Group will submit dates/times for RTGM #1 and RTGM #2 in Zoom.us (Optional 3<sup>rd</sup> RTGM)</li> </ul>
<b>3</b>	2/1/21– 2/13/21	<ul style="list-style-type: none"> <li>• Intro to Zoom for RTGMs</li> <li>• Textbook reading (Strategies 2 and 3)</li> <li>• Video and reading from MindTools</li> <li>• Choose Topic from the textbook for the Group Research Paper</li> </ul>	<ul style="list-style-type: none"> <li>• 3.1 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: Topic for Group Research Paper (paper is due in Module 7)</li> </ul>
<b>4</b>	2/15/21– 2/27/21	<ul style="list-style-type: none"> <li>• Textbook reading (Strategies 4 and 5)</li> <li>• Read <i>Harvard Business Review</i> article by Markman (2019), and Thompson (2019)</li> </ul>	<ul style="list-style-type: none"> <li>• 4.1 Discussions Posting over readings (whole class)</li> <li>• 4.2 Social Media posting (#HRD5344)</li> </ul>
<b>5</b>	3/01/21– 3/20/21	<ul style="list-style-type: none"> <li>• Textbook reading (Strategies 6 and 7)</li> <li>• TEDx Video by Louis Evans: Own Your Behavior, Master Your Communication</li> </ul>	<ul style="list-style-type: none"> <li>• 5.1 RTGM #2 Report discussing readings from Module 5, TEDx Video and working on Research Paper with group</li> <li>• (Complete RTGM Report #2)</li> </ul>
<b>3/08/21 – 3/13/21 SPRING BREAK</b>			
<b>6</b>	3/22/21– 4/03/21	<ul style="list-style-type: none"> <li>• Textbook reading (Strategies 8 and 9)</li> <li>• Read <i>Harvard Business Review</i> article by Porter (2019)</li> <li>• Group Research Paper with Infographic</li> </ul>	<ul style="list-style-type: none"> <li>• 6.1 Discussions Posting over readings (whole class)</li> <li>• <u>Optional</u>: RTGM #3 to work with group on Research Paper over Zoom</li> </ul>
<b>7</b>	4/05/21– 4/17/21	<ul style="list-style-type: none"> <li>• Work on Research Paper with group</li> </ul>	<ul style="list-style-type: none"> <li>• 7.1 Group Research Paper and Infographic due 04/17/21</li> </ul>
<b>8</b> <b>Wrap-Up</b>	4/19/21– 4/24/21	<ul style="list-style-type: none"> <li>• Textbook reading (Strategy 10)</li> <li>• Two Social Media Postings</li> <li>• Review and Take Final Exam</li> <li>• Complete Post-Experience Survey</li> </ul>	<ul style="list-style-type: none"> <li>• 8.1 Two Social Media Postings (#HRD5344)</li> <li>• 8.2 Final Exam (8-paragraph reflective essay)</li> <li>• 8.3 Brief Post-Experience Survey in Qualtrics + Canvas text box</li> </ul>

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