

# Marshall University

Course Title/Number	<b>Communication and Conflict CMM 420/620</b>
Semester/Year	Spring 2019
Days/Time	Wednesday 4-6:20 PM
Location	SH 261
Instructor	Cam Brammer, PhD/Robert Bookwalter, PhD.
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Phone	(304) 696-2810 Home Phone: (304) 522-2194 for Brammer (304) 696-2731 for Bookwalter
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Office/Hours	Monday through Friday from 10:00 to 12:00 and 3:00 to 4:00
University Policies	By enrolling in this course, you agree to the University Policies listed below. Please read the full text of each policy at <a href="http://www.marshall.edu/academic-affairs/policies">www.marshall.edu/academic-affairs/policies</a> Students with Disabilities • Affirmative Action • Computing Services Acceptable Use Excused Absence (undergraduate) • Academic Dishonesty • Inclement Weather • MU Alert

## Course Description: From Catalog

CMM 420/620(3 Hours Undergraduate & Graduate Credit).

An exploration of the theory, research, and practice of communication in understanding and negotiating interpersonal conflict. In this course we will look at a well-known text and a variety of theoretical and research publications related to conflict in human relationships. We will derive from these scholarly materials strategies for managing our own conflicts more effectively.

## Expectations:

**Learning in this course is almost entirely interactive. Your attendance and willingness to participate in role plays and discussions are essential to derive the benefits the course has to offer. Honest self-appraisal and a genuine interest in self-improvement are also valuable. So you are expected to be in class every week, to be prepared to discuss the readings, and to be willing to engage in course discussions and activities openly and cooperatively. If these expectations exceed your level of commitment to this course, it is important that you meet with the instructor to discuss your reservations.**

## Course Learning Outcomes:

Upon completion of CMM 420/620 Communication and Conflict students will:

1. Understand basic concepts associated with the primary theories of conflict communication.
2. Write a clear, concise, and reasoned paper on topics dealing with the concepts of conflict communication.
3. Understand the research literature underlying conflict communication.
4. Greater skill in analytical thinking and writing.
5. Demonstrate 'sense-making', the ability to apply knowledge to lived conflict experience.
6. Recognize and evaluate personal conflict styles and tactics and adapt those to the demands of particular settings.

**Program Student Learning Outcomes for BA and MA Degrees:**

Upon completion of the BA or MA in Communication Studies students will:

**Oral Skills:**

1. Students will demonstrate the ability to orally communicate competently. This includes the critical thinking skills necessary to compose, share, support, and defend (add/delete descriptors) messages that are appropriate to the unique audience being addressed, the type of speaking context in which the message is being shared (formal/informal; public/private), across speaking contexts (dyadic, group, organizational, or public).

**Written Skills:**

2. Students will demonstrate the ability to communicate effectively in written documents. This includes the critical thinking skills necessary to compose, share, support, and defend (add/delete descriptors) documents that are appropriate to the unique audience being addressed, the type of speaking context in which the document is being shared.

**Theoretical Knowledge**

3. Students will demonstrate knowledge of the primary theories within the field of Communication Studies. This includes demonstrating the ability to recognize, differentiate, and select appropriate theories/theoretical concepts to assess communication events and/or demonstrating the ability to analyze the appropriateness of others' selection and use of theories/theoretical concepts.

**Research/Methodological Knowledge**

4. Students will demonstrate knowledge of the research approaches commonly used to study human communication. This includes demonstrating the ability to recognize, differentiate and select the appropriate method to assess communication events and/or demonstrating the ability to analyze the appropriateness of others' selection and use of methods.

**Degree Profile Outcomes**

1. Knowledge: Specialized knowledge
2. Broad Integrative Knowledge
3. Intellectual Skills: Analytic Inquiry
4. Intellectual Skills: Use of Information Resources
5. Intellectual Skills: Engaging diverse perspectives
6. Intellectual Skills: Quantitative fluency
7. Intellectual Skills: Communication fluency
8. Applied Learning
9. Civic Learning

### Relationships among Course, Program, and Degree Profile Outcomes

Course Outcomes	How Practiced in this Course	How Evaluated in this Course	Program Outcomes	Degree Profile Outcomes
Understand basic concepts associated with the primary theories of conflict communication.	Lecture, class activities, class discussion, readings	Class discussions and evaluation of written papers and experiential learning activities	3,4	1,2,3,4,5,7,8
Write a clear, concise, and reasoned paper on topics dealing with the concepts of conflict communication.	Lecture, class activities, class discussion, readings	Class discussions and evaluation of written papers and experiential learning activities	2,3,4	1,2,3,4,5,7,8
Understand the research literature underlying conflict communication	Lecture, class activities, class discussion, readings	Class discussions and evaluation of written papers and experiential learning activities	1,2,3,4	
Greater skill in analytical thinking and writing	Lecture, class activities, class discussion, readings	Class discussions and evaluation of written papers and experiential learning activities	1,2,3,4	1,2,3,4,5,7,8
Demonstrate ‘sense-making’, the ability to apply knowledge to lived conflict experience	Lecture, class activities, class discussion, readings	Class discussions and evaluation of written papers and experiential learning activities	1,2,3, 4	1,2
Recognize and evaluate personal conflict styles and tactics and adapt those to the demands of particular settings.	Lecture, class activities, class discussion, readings	Class discussions and evaluation of written papers and experiential learning activities	1,2,3,4	1,2

### Suggested Texts, Additional Reading, and Other Materials

Wilmot, W. W. & Hocker, J. (2014). *Interpersonal Conflict, 9th Edition*. Dubuque, IA: W.C. Brown.  
**\*\*\*Graduate Students see weekly readings.**  
 Littlejohn, S. W. & Domenici, K. (2007) *Communication, Conflict, and the Management of Difference, Long Grove, Il: Waveland Press, Inc.*

## Course Requirements

1. **Case Cards.** Each student will submit 5 cases, describing a personal or professional conflict. You will provide a brief description of the conflict with enough information to allow its use as a role playing prompt. (5 pts each)
2. **Process Notes.** Much of our work in this course will be done through the use of case studies and role plays. Process notes are short (2 page) reaction/recommendation papers, related to a case study or role play from class. **Each student will write 3 of these papers** during the course of the semester. In these papers you will apply the text and/or supplemental reading concepts to an analysis of an in class role play. (25 pts each)
3. **Conflict Self-Analysis.** [Undergraduates Only] The first undergraduate paper is an analysis of your typical approach to conflict, your basic conflict management knowledge and skills, the goals you commonly advance and protect in conflicts, as well as your behavioral patterns related to power and conflict resolution. This analysis should reflect a reasonable familiarity with the readings during the first 6-7 weeks of the semester. (50 points; due February 27)
4. **Structural Analysis of a Conflict.** [Graduate Paper #1; Undergraduate Paper #2] This paper is a theory based analysis of a conflict in which you have been personally involved as a participant or as an intimate observer. You will discuss the structure and dynamics of the conflict and make grounded recommendations as to how the conflict might have been managed more productively. (Grad papers: 50 pts, due March 6; Undergrad papers: 50 pts, due April 17)
5. **Graduate Research Paper** focusing on an analysis of a conflict subtopic in which you are particularly interested. You will submit a paper proposal, with a 15-item bibliography on April 3 (25 pts); a formal outline of the paper on April 17 (25 pts); and the final paper on May 1 (100 pts).
6. **Group Presentation.** [Undergraduates Only] You will work with other undergraduate students in the class to prepare a demonstration of dysfunctional conflict processes and their theoretical and behavioral remedies. (50 pts; presented in class May 8)

## Grading Policy

90.00 – 100	A
80.00 – 89.00	B
70.00 – 79.00	C
60.00 – 69.00	D
Below 60.00	F

## Attendance Policy

Students are expected to attend each class. Unexcused absences from **two** classes will result in a reduction of one letter grade for the semester; unexcused absences from **four or more** classes will result in an F. To obtain an excused absence, please go to the Dean of Students' Office in the MSC. Attendance is required for all class sessions.

## Additional Policies:

**Students are responsible for any information or handouts that they miss during an absence.**

**Please silence cell phones immediately upon entering class. DO NOT text or read texts during this class.**

**Students are not to leave class to answer a phone call. If you feel the need to do so, please do not re-enter.**

**This will be the only paper copy of the syllabus that will be distributed. Please hold on to it.**

## CMM 420/620 Tentative Course Schedule, Spring 2019

January 16	Introduction and Overview	
January 23	The Nature of Conflict: Sources & Elements Defining Conflict Fundamental Management Skills	Chpt. 1 <b>Case Cards Due</b>
January 30	Conflict Definitions & Frames Images of Conflict: Perceptions/Metaphors Personal History of Conflict	Chpt 2
February 06	Issues & Goals in Conflict Multiple & Fluid Goals Clarifying Goals	Chpt 3
February 13	Power: Uses & Abuses Definitions & Resources Balancing Power	Chpt 4
February 20	Conflict Styles: Strategies & Tactics Understanding Conflict Styles Practicing Strategies & Tactics	Chpt 5
February 27	Conflict Styles (continued) Matching Strategy to Goals Maximizing Productive Conflict Tactics	<b>Undergrad Paper 1 Due Fe. 27</b>
March 06	Assessing Conflicts Mapping Conflict Rules & Patterns	Chpt 7
March 13	Assessing Conflicts (continued) Conflict Assessment Guides	Chpt 7 <b>Graduate Paper 1 Due Mar. 13</b>
March 20	Emotions in Conflict Positive & Negative Emotions Transforming Emotions	Chpt 6
March 27	<b>Spring Break</b>	
April 03	Negotiation & Bargaining Informal Bargaining Negotiation Strategies	Chpt 8 <b>Graduate Proposals Due Apr. 3</b>
April 10	Formal Conflict Contexts Negotiation Skills Two Dimensions of Negotiation	
April 17	Third Party Intervention Third Party Roles The Intervention Process	Chpt 9 <b>Grad Outlines Due Apr.17</b> <b>Undergrad Paper 2 Due Apr. 17</b>
April 24	Third Party Intervention, continued	
May 01	Transcending Transgression Forgiveness Reconciliation	Chpt 10 <b>Graduate Final Paper Due May 1</b>
May 08	<b>Final Presentations (Undergrad Groups)</b>	

# CMM 620: Communication & Conflict

## Graduate Weekly Readings

- January 12                    **Introduction and Overview**
- January 23                    **The Nature of Conflict: Sources & Elements**  
-Defining Conflict  
-Destructive vs Constructive Conflict  
-Fundamental Management Skills
- \*Hocker & Wilmot, Chapter 1  
Brinson, S.L. & Winn, J.E. (1997). Talk shows' representations of interpersonal conflicts. **Journal of Broadcasting and Electronic Media, 41:1**, 25-39.  
Canary, D. Cunningham, E.M., & Cody, M. (1988). Goal types, gender, and locus of control in managing interpersonal conflict. **CR, 15:4**, 426-446.  
Carrocci, N. (1985). Perceiving and responding to interpersonal conflict. **CSSJ, 36:4**, 215-228.  
Deutsch, M. (1971). Toward an understanding of conflict. **International Journal of Group Tensions, 1**, 42-54.  
McCorkle, S. & Mills, S. (1992). Rowboat in a hurricane: Metaphors of interpersonal conflict management. **Communication Reports, 5:2**, 57-66.  
Saine, T. (1974). Perceiving communication conflict. **CM, 41:1**, 49-56.  
Schmidt, S.M. & Kochan, T.A. (1972). Conflict: Toward conceptual clarity. **Administrative Science Quarterly, 17**, 359-370.  
Steinfatt, T.M. (1974). Communication & conflict: A review of new material. **HCR, 1:1**, 81-89.  
\*Tannen, D. (1998). Fighting for our lives (Chapter 1). In D. Tannen, *The argument culture: Moving from debate to dialogue*. New York: Random House. 3-26.
- January 30                    **Conflict Definitions & Frames**  
- Images of Conflict: Perceptions/Metaphors  
- Culture & Gender Frames
- \*Hocker & Wilmot, Chapter 2  
Apfelbaum, E. (1974). On conflicts and bargaining. In L Berkowitz, (Ed.), **Advances in Experimental Social Psychology, 7**, 103-156.  
Argyle, M. & Furnham, A. (1983). Sources of satisfaction and conflict in long term relationships. **Journal of Marriage and the Family, 45**, 418-493.  
Bell, M.A. (1983). A research note: The relationship of conflict and linguistic diversity in small groups. **CSSJ, 34:2**, 128-133.  
Brewer, M.B. (1986). The Role of ethnocentrism in intergroup conflict. In S. Worchel & W.G. Austin, **Psychology of Intergroup Relations**, 88-102.  
Kennedy, K.A. & Pronin, E. (2008). When disagreement gets ugly: Perceptions of bias and the escalation of conflict. **Personality and Social Psychology Bulletin, 34**, 833-848.  
Koerner, A. & Fitzpatrick, M.A. (1997). Family type and conflict: The impact of conversation orientation and conformity orientation on conflict in the family. **CS, 48:1**, 59-75.  
Kowalski, R. Waloker, SW. Wilkenson, R., Queen, Al, & Sharpe, B. (2003). Lying, cheating, complaining, and other aversive interpersonal behaviors: A narrative examination of the darker side of relationships. **Journal of Social and Personal Relationships, 20**, 471-490.  
Putnam, L. & Folger, J. (1988). Communication, conflict, and dispute resolution: The study of interaction and the development of conflict theory. **Communication Research, 15:4**, 349-39.  
\*Watkins, C.E. (1974). An analytical model of conflict. **CM, 41:1**, 1-5.
- February 06                    **Issues & Goals in Conflict**  
-Multiple & Fluid Goals  
-Clarifying Goals

\*Hocker & Wilmot, Chapter 3

Alderton, S.M. (1982). Locus of control-based argumentation as a predictor of group polarization. *CQ*, **30:4**, 381-387.

Donohue, W., Weider-Hatfield, D. Hamilton, M., & Diez, J. (1985). Relational distance in managing conflict. *HCR*, **11:3**, 387-405.

Jacobs, S. & Jackson, S. (1981). Argument as a natural category: The routine grounds for arguing in conversation. *WJSC*, **45:2**, 118-132.

Lahey, S.G. & Canary, D.J. (2002) Actor goal achievement and sensitivity to partner as critical factors in understanding interpersonal communication competence and conflict strategies. *CM*, **69**, 217-235.

Rogan, R.G. & LaFrance, B.H. (2003). An examination of the relationship between verbal aggressiveness, conflict management strategies, and conflict interaction goals. *CQ*, **51**, 458-469.

Sillars, A. & Parry, D. (1982). Stress, cognition, and communication in interpersonal conflicts. *CR*, **9:2**, 201-226.

\*Waln, V.G. (1982). Interpersonal conflict interaction: An examination of verbal defense of self. *CSSJ*, **33:4**, 557-566.

#### February 13      **Power: Uses & Abuses**

-Definitions & Resources

-Balancing Power

\*Hocker & Wilmot, Chapter 4

Babcock, J.C., Waltz, J., Jacobson, N.S., & Gottman, J.M. (1993) Power and violence: The relation between communication patterns, power discrepancies, and domestic violence. *Journal of Consulting and Clinical Psychology*, **61**, 40-50.

\*Boster, F.J. & Kazoleas, D. (1995). The impact of power on communicative persistence, strategic diversity and bargaining outcomes. *Communication Reports*, **8:2**, p136+.

Conrad, C. (1983). Power and performance as correlates of supervisors' choice of modes of managing conflict: A preliminary investigation. *WJSC*, **47:3**, 218-228

Dunbar, N.E., & Abra, G. (2010). Observations of dyadic power in interpersonal interaction. *CM*, **77**, 657-684.

Kipnis, D. (1976). The metamorphic effects of power. In *The Powerholders*. Chicago: University of Chicago Press.

Young, D.M., Korner, K.M., Gill, J.D. & Beier, E.G. (1977). "Beneficial" aggression. *JoC* **27:3**, 100-103.

Raven, B.H. & Kruglanski, A.W. (1970). Conflict and power. In P. Swingel, ed., *The Structure of Conflict*. New York: Academic Press, 69-109.

Richmond, V., Wagner, J.P. & McCroskey, J. (1983). The impact of perceptions of leadership style, use of power, and conflict management style on organizational outcomes. *CQ*, **31:1**, 27-36.

Skill, T. & Wallace, S. (1990). Family interactions on primetime television: A descriptive analysis of assertive power interaction. *Journal of Broadcasting and Electronic Media*, **34:3**, 243-262.

#### February 20      **Conflict Styles: Strategies & Tactics**

-Understanding Conflict Styles

-Selecting Strategies & Employing Tactics

\*Hocker & Wilmot, Chapter 5

Cai, D.A. & Fink, E.L. (2002). Conflict style differences between individualists and collectivists. *CM*, **69**, 67-87.

Jourdain, K. (2004). Communication styles and conflict. *The Journal for Quality and Participation*, **27:2**, 23-25.

McKinney, B.C. & Kelly, L. (1997). The relationship between conflict message styles and dimensions of communication competence. *Communication Reports* **10:2**, p 185+

Wheless, L.R. & Reichel, L.S. (1990). A reinforcement model of the relationships of supervisors' general communication styles and conflict management styles to task attraction. *CQ*, **38:4**, 372-402.

Canary, D.J. & Spitzberg, B. (1989). A model of the perceived competence of conflict strategies. *HCR*, **15:4**, 630-649.

\*Fitzpatrick, M.A. & Winke, J. (1979). You always hurt the one you love: Strategies and tactics in

interpersonal conflict. *CQ*, 27:1, 3-11.

Newton, D. & Burgoon, J. (1990). The use and consequences of verbal influence strategies during interpersonal disagreements. *HCR*, 16:4, 477-518.

Sereno, K., Welch, M., & Bratten, D. (1987). Interpersonal conflict: Effects of variations in manner of expressing anger and justification for anger upon perceptions of appropriateness, competence and satisfaction. *Journal of Applied Communication Research*, 15:1/2, 128-143.

Sillars, A., Coletti, S. Parry, D. & Rogers, M. (1982). Coding verbal conflict tactics: Nonverbal and perceptual correlates of the "avoidance-distributive-integrative" distinction. *HCR*, 9:1, 83-95.

\*Witteman, H. (1992). Analyzing Interpersonal Conflict: Nature of awareness, type of initiating event, situational perceptions and management styles. *WJSC*, 56, 248-280.

#### February 27      **Refining Conflict Strategies**

-Matching Strategy to Goals

-Maximizing Productive Conflict Tactics

Canary, D.J. & Spitzberg, B. (1987). Appropriateness and effectiveness perceptions of conflict strategies. *HCR*, 14:1, 93-118.

\*Infante, D., Sabourin, T.C., Rudd, J.E., and Shannon, E. (1990). Verbal aggression in violent and nonviolent marital disputes. *CQ*, 38:4, 361-371.

Jackson, S. & Jacobs, S. (1981). The collaborative production of proposals in conversational argument and persuasion: A study of disagreement regulation. *A&A*, 18:23, 77-90.

Johnson, D., McCarty, K. & Allen, T. (1976). Congruent and contradictory verbal and nonverbal communications of cooperativeness and competitiveness in negotiations. *CR*, 3:3, 275-292.

Miller, C.W. & Roloff, M.E. (2006). The perceived characteristics of irresolvable, resolvable and resolved intimate conflicts: Is there evidence of intractability? *International Journal of Conflict Management*, 17, 291-315.

Olson, L. & Braithwaite, D. (2004). "If you hit me again, I'll hit you back." Conflict management strategies of individuals experiencing aggression during conflicts. *CS*, 55, 271-285.

Papa, M. & Pood, E. (1988). Coorientational accuracy and organizational conflict: An examination of tactic selection and discussion satisfaction. *CR*, 15:1, 3-28.

Trapp, R. (1989). Interpersonal argumentation: Conflict and reason-giving. *Communication Reports*, 2:2, 105-109.

Wieder-Hatfield, D. & Hatfield, J.D. (1996). Superiors' conflict management strategies and subordinate outcomes. *Management Communication Quarterly*, 10:2, 189-208.

#### March 06              **Assessing the Structure of Conflict**

-Conflict Patterns & Assessment Guides

\*Hocker & Wilmot, Chapter 7

Deutsch, M. (1973). Conflicts: Productive and destructive. In F. Jandt, ed. *Conflict Resolution through Communication*, New York: Harper and Row.

\*Wehr, P. (1979). Self-limiting conflict [Chapter 3]. In P. Wehr, *Conflict Regulation*, Boulder, CO: Westview Press.

#### March 13             **Assessing the Structure of Conflict**

-Conflict Patterns & Assessment Guides

Papp, L.M., Cummings, E.M., & Goeke-Morey, M.C. (2002). Marital conflicts in the home when children are present versus absent. *Developmental Psychology*, 38:5, 774(10).

Yelsma, P. (1984). Functional conflict management in effective marital adjustment. *CQ*, 32:2, 56-61.

#### March 20             **Emotions & Conflict**

Transforming Negative Emotions to Positive Effects

\*Hocker & Wilmot, Chapter 6

Bell, C. & Song, F. (2005). Emotions in the conflict process: An application of the cognitive appraisal model of emotions to conflict management. *The International Journal of Conflict Management*, 16:1, 111-131.

Canary, D.J., Spitzberg, G.H. Semic, B.A. (1998). The experience and expression of anger in interpersonal

settings. In P.A. Anderson & L.K. Guerrero (Eds.), **Handbook of communication and emotion: research, theory, and contexts** (pp. 191-213). New York: Academic Press.

Carsterson, I., Gottman, J.M., & Levenson, R.W. (2004). Emotional behavior in long-term marriage. In *Close relationships: Key readings*, Reis, H.T., & Rusbult, C.E. (Eds.), Philadelphia: Taylor & Francis 457-470.

Guerrero, L.K. & La Valley, A.G. (2006). Conflict emotion and communication. In *The Sage handbook of conflict communication*, Oetzel, J.G. & Ting-Toomey, W. (Eds.) Thousand Oaks, CA: Sage Publications, 69-96.

Rivers, S.E., Brackett, M.A., Katulak, N.A., & Salovey, P. (2006) Regulating anger and sadness: An exploration of discreet emotions in emotion regulation. *Journal of Happiness Studies*, 8, 393-427.

Sanford, K. (2007). Hard and soft emotions during conflict: Investigating married couples and other relationships. *Personal Relationships*, 14, 65-90.

Yoshimura, S. (2007). Goals and emotional outcomes of revenge activities in interpersonal relationships. *Journal of Social and Personal Relationships*, 24:1, 87-98.

March 27        **Spring Break**

April 03        **Negotiation & Bargaining**

-Informal Bargaining & Negotiation Strategies

\*Hocker & Wilmot, Chapter 8

Fisher, R. & Davis, W. (1987). Six basic interpersonal skills for a negotiator's repertoire. *Negotiation Journal*, 3, 117-125

Jackson, S. & Jacobs, S. (1981). The collaborative production of proposals in conversational argument and persuasion: A study of disagreement regulation. *Journal of the American Forensic Association*, 18:2, 77-90.

Rogan, R. & Hammer, M.R. (1994). Crisis negotiations: A preliminary investigation of facework in naturalistic conflict discourse. *Journal of Applied Communication Research*, 22:3, 216-231.

Schelling, T. (1960). Randomization of threats and promises & the threat that leaves something to chance. In T. Schelling, *The Strategy of Conflict*, London: Oxford Press.

Schultz, B. (1982). Argumentativeness: Its effect in group decision-making and its role in leadership perception. *CE*, 30:4, 368-375.

April 10        **Formal Conflict Contexts**

-Negotiation Skills

-Two Dimensions of Negotiation

\*Donohue, W.A. (1981). Development of a model of rule use in negotiation interaction. *CM*, 48, 106-120.

O'Connor, K.M. & Carnevale, P.J. (1997). A nasty but effective negotiation strategy: Misrepresentation of a common value issue. *Personality & Social Psychology Bulletin*, 23:5, 504+.

\*Putnam, L. & Geist, P. (1985). Argument in bargaining: An analysis of the reasoning process. *SCJ*, 50:3, 225-245.

Schelling, T. (1976). An essay on bargaining. In T. Schelling, *The Strategy of Conflict*, London: Oxford Press.

April 17        **Third Party Intervention**

-Third Party Roles & The Intervention Process

\*Hocker & Wilmot, Chapter 9

\*Donohue, W.A., Allen, M. & Burrell, N. (1988). Mediator communication competence. *CM*, 55:1, 104-119.

Jones, T.S. (1988). Phase structures in agreement and no-agreement mediation. *CR*, 15:4, 470-495.

Ma, R. (1992). The role of unofficial intermediaries in interspersal conflicts in the Chinese culture. *CQ*, 40:3, 269-278.

Womack, D.F. (1985). The role of argument in mediation styles. *A&A*, 21:4, 215-225.

**Graduate Paper Outlines Due**

- April 24            **Third Party Intervention (continued)**  
 -Mediation of Disputes  
 \*Keltner, J.W. (1987). Practice. In J.W. Keltner, *Mediation: Toward a civilized system of dispute resolution*. Annandale, VA: SCA Publications.  
 Sherwood, J. & Glidewell, J. (1980). Planned renegotiation: A norm-setting of intervention. In B. Morse & L. Phelps, **Interpersonal communication: A relational perspective**. Minneapolis, MN: Burgess.  
 Walker, G.B. (1990). Argumentation and the mediation process. Paper presented to the Speech Communication Association annual convention, Chicago, IL  
 Wehr, P. (1979). Conflict regulation: Methods and techniques. In P. Wehr, **Conflict Regulation**, Boulder, CO: Westview Press.
- May 01            **Transcending Transgression**  
 -Forgiveness & Reconciliation  
 Enright, R., Gassin, E., & Wu, C. (1992). Forgiveness: A developmental view. **Journal of Moral Education**, 21:101.  
 Kelley, D. (1998). The communication of forgiveness. **CS**, 49:255-271.  
 \*Kelley, D. & Waldron, V. (2005). An investigation of forgiveness-seeking communication and relational outcomes. **CQ**, 53:3, 339-358.  
 Roloff, M. & Cloven, D.H. (1994). When partners transgress: Maintaining violated relationships. In D.J. Canary & L. Stafford (Eds.), **Communication & Relational Maintenance**, NY:Academic Press, 23-43.  
 Wilmot, W.W. (1994). Relational rejuvenation. In D.J. Canary & L. Stafford (Eds.), **Communication & Relational Maintenance**, NY:Academic Press, 255-273.  
**Graduate Final Papers Due**
- May 08            **Final Presentations**

**Key to Journal Abbreviations:**

A&A = Argument & Advocacy (formerly Journal of the American Forensic Association)  
 CE = Communication Education (formerly The Speech Teacher)  
 CM = Communication Monographs  
 CQ = Communication Quarterly  
 CR = Communication Research  
 CS = Communication Studies (formerly Central States Speech Journal)  
 CSSJ = Central States Speech Journal  
 HCR = Human Communication Research  
 JoACR = Journal of Applied Communication Research  
 JoC = Journal of Communication  
 QJS = Quarterly Journal of Speech  
 SCJ = Southern Communication Journal  
 WJC = Western Journal of Communication (formerly Western Journal of Speech Communication)  
 WJSC = Western Journal of Speech Communication