Course Title:
Managing Conflict in a Diverse Workplace

Course Number:
HR 5113-493

Course Description:
Administrators, managers, human resource professionals, coaches, consultants, and, of course, conflict management practitioners (mediators, ombudspeople, lawyers, and therapists) commonly work with parties who want help with conflict but cannot get the other conflict party to participate in a conversation, mediation or other process necessitating both parties’ participation. This class will explore three main area of conflict to analyze strategies that promote management of said conflict: Conflict Dialogue, Conflict Coaching, and the nature of Diversity within the Workplace.

This course is also aided by considerable academic and practitioner resources

Course Dates:
January 3 – April 30, 2012
Last day to enroll or drop without penalty: December 5, 2011

Site Director:
This is a three-credit hour online course. Please see your local Site Director or e-mail our online site coordinator at aponline@ou.edu

Professor Contact Information:
Course Professor: Dr. Michelle L. Cox
Mailing Address: University of Oklahoma
PHSC, Room 708
601 Elm Avenue
Norman, OK 73019
Telephone Number: 405-325-9909
Fax Number: 405-325-4402
E-mail Address: mcox@ou.edu
Virtual Office Hours: Please contact your professor for this information
Professor availability: The professor will be available via e-mail to students during the above listed Virtual Office Hours and other methods by arrangement.

Textbook(s) and Instructional Materials:
Student materials are available at the Follett/AP Bookstore located in the Oklahoma Memorial Union, 900 Asp Ave., Norman, OK. Orders can be placed online at www.oklahomaunion.bkstr.com or by telephone at 866-369-9713 (toll free in the U.S.) or 405-325-5960 (outside the U.S.). E-mail orders may be sent to oklahomaunion@bkstr.com. Representatives are available from 8 a.m. to 6 p.m. CST Monday through Thursday and 8 a.m. to 5 p.m. CST on Friday. Summer hours: 8 a.m. to 4 p.m. CST. Faxed orders may be placed 24 hours a day to 866-223-5607 (toll free in the U.S.) or 405-325-1557 (outside the U.S.).


4. Materials posted on the OU Desire to Learn (D2L) system: We will also be reading excerpts from several books that will be included in your D2L learning environment. Access D2L at [http://learn.ou.edu](http://learn.ou.edu); enter your OU NetID (4+4) and password, and select course to access material. Please contact your local Site Director if you require assistance.

**Recommended Reading:**


Note: The Follett/AP Bookstore is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through the Follett/AP Bookstore.

**OU E-Mail:**

All official correspondence from distance learning instructors will be sent only to students’ ou.edu address.

**Online Learning Resource Center:**

The Online Learning Resource Center of the University of Oklahoma’s College of Arts and Sciences Online Program is here to serve you and assist you with any questions, problems, or concerns you may have. For assistance go to [http://casweb.ou.edu/olr/](http://casweb.ou.edu/olr/) or contact us by telephone at: (405) 325-5854 or Email: casonline@ou.edu

**Course Objectives:**

The objectives of this course are to:

- demonstrate a broad theoretical understanding of managing conflict through understanding about diversity, conflict dialogue, and conflict coaching;
- demonstrate an understanding of dialogical negotiation, relationship dynamics, psychodynamics of conflict, mediation and the theoretical application of conflict coaching;
- appropriately identify and apply conflict coaching strategies within a adversarial based group dynamic;
- develop further self-awareness about identity related to race, ethnicity, gender, and sexual orientation, in the context of managing conflict;
- develop critical thinking in relation to conflict and diversity theories, especially regarding the role of theory in guiding appropriate and positive workplace management skills;
Assignments, Grading, and Due Dates:

Discussions – 100 points (10 discussions @ 10 points each)
You are expected to contribute one discussion per week in response to a subject posted as well as to post on other students’ opinions/experiences. See D2L for discussion question requirements.

Bi-Weekly Critical Reflection – 150 points (5 papers @ 30 points each)
A two-page paper is due approximately every other week (see your calendar in D2L). These papers will be reflective, and will integrate the reading with your personal thoughts and experiences. Papers will be approximately two pages (500-600 words) in length, and will be posted as word documents. See further details and rubric in the D2L course.

Research Project and Paper – 150 points
Students will conduct a qualitative research study about intercultural conflict. Each student will develop an interview protocol based on dialogical negotiation, identifying interviewees (could be at your place of employment, your neighborhood, or even within your family), collecting data from the interviews, and interpreting the data in a meaningful way. Each student will create a paper and presentation (this will be in PowerPoint, or as a video, or even a picture slideshow), that will be uploaded into the D2L course for others to view. The paper will be dropped in the drop box and will reflect the project in article (APA) format. See further details in the D2L course.

Interview Reflections – 75 points (25 each)
Students will interview individuals within three contexts, concentrating on what the interviewees consider as conflict within their environments. A minimum of two interviewees must be included with each reflection. Students will analyze the conversations and pose possible theoretically based suggestions to manage said controversies. The rubric and details about the interview reflections are available in D2L.

Final Research Paper – 100 points
Students will write and drop box a final paper which will reflect a thorough literature review that addresses research concentrating on conflict management in the workplace. A minimum of 10 articles in addition to the required texts/reading will be used. The rubric and details about the final paper are available in D2L.

Grading:
This is a letter-graded course: A, B, C, D, or F.

NOTICE: Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.

Policy for Late Work:
Points will be deducted for late work unless excused due to military service, illness, jury duty, or other event with my approval.

Attendance Policy:
In addition to interaction via Desire2Learn and E-mail contact, students are required to contact the instructor via E-mail or telephone BEFORE the beginning of the course term for an initial briefing. Although physical class meetings are not part of this course, participation in all interactive, learning activities is required.
Student assignments and student/instructor communications will be conducted via Desire2Learn, although students may contact the instructor via telephone, postal mail, e-mail, or fax as needed.

Incomplete Grade Policy:
A grade of “I” is not automatically assigned, but rather must be requested by the student by submitting to the instructor a “Petition for and Work to Remove an Incompleted Grade” form. An “I” can never be used in lieu of an “F” nor can an “I” be assigned because of excessive failure to participate in class activities.

Technical Support Information:
If you experience technical problems, contact Information Technology by visiting their website at: http://webapps.ou.edu/it/ or contacting them by telephone at: (405) 325-HELP (4357).

Procedures for Completion of Course Evaluation:
Upon completion of the course students should go to the Advanced Programs Distance Learning webpage, http://www.goou.ou.edu/distance_learn.html. Students should click on the applicable semester link under “Course Evaluations” which will direct them to the evaluation. The evaluation will take approximately five minutes to complete. Completion of the online evaluation is an important tool allowing Advanced Programs to gain information and student feedback for improvement of courses.

Your responses will be kept confidential. They will be reviewed by the department and only supplied to the professor once grades for the course have been submitted.

Important information you should know about online courses:
- To sign on to Desire2Learn (D2L), log in using your 4+4 and your OU network password (note that this is the same 4+4 and password that you use to access your OU email). Once you are logged in, please look for “My Courses,” locate your course and click on it. Remember to check your course site on D2L every day.
- Students enrolled in online courses may be required to take the CAS student orientation in Desire 2 Learn. To take the orientation, sign-on to D2L and then click on “Self Registration” at the top left corner of the page. Information about and instructions for the orientation can be found at http://casweb.ou.edu/olr/public/students/orientation.htm
- If the course is using a course website, you will find a link for the website on the first page of this syllabus. Please click on this link to start your course.
- Course Materials are available at Follett/AP Bookstore. On this syllabus you will find a link to the Follett Bookstore.
- If you need to drop or withdraw from a course, please contact your Site Director. You can drop a course without a penalty up to the add/drop date. You can drop a course after the add/drop date through the first day of class with a penalty. There will be a 25% penalty if you drop 16-29 days before the start of class, 50% penalty if you drop between 15 days before and the start of the class, or 100% penalty if you drop on the first day of class or later.
- After the class has started, you can only withdraw from the course with the professor’s permission; you will not receive a refund for your tuition. You can only drop without a penalty after the add/drop date by providing proper documentation and receiving approval from the Advanced Programs Theater Director. Provide this documentation to your Site Director.
POLICIES AND NOTICES

Attendance/Grade Policy

Note: Attendance/absences do not apply to online courses. However, participation in all course activities is extremely important to student success in online courses.

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution’s policy regarding “I” (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy.

Students who receive Financial Aid must resolve/complete any “I” (Incomplete) grades by the end of the term or he/she may be placed on “financial aid probation.” If the “I” grade is not resolved/completed by the end of the following term, the student’s Financial Aid may be suspended make the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Honesty

Honesty is a fundamental precept in all academic activities and … [you] have a special obligation to observe the highest standards of honesty. Academic misconduct in any form is inimical to the purposes and functions of the University and is therefore unacceptable and is rigorously proscribed. Academic misconduct includes:

 cheating (using unauthorized materials, information, or study aids in any academic exercise), plagiarism, falsification of records, unauthorized possession of examinations, intimidation, and any and all other actions that may improperly affect the evaluation of a student’s academic performance or achievement; assisting others in any such act; or attempting to engage in such acts.

All acts of academic misconduct will be reported and adjudicated as prescribed by the student code of the University of Oklahoma. All students should review the “Student’s Guide to Academic Integrity” found at http://www.ou.edu/provost/integrity

Accommodation Statement

The College of Continuing Education [Advanced Programs] is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your OU Site Director.

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course.

Copyright

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: http://www.goou.ou.edu/
INSTRUCTOR VITA

Michelle L. Cox, Ph.D.

Education

- May 2010  Ph.D. in Educational Psychology, University Of Oklahoma, Norman, OK
- May 2008  Alternative Certification – Secondary Principal, East Central State University, Ada, OK
- May 1999  M.A. Interdisciplinary Studies, Alternative Certification in Art Education, West Texas A & M University, Canyon, TX
- May 1991  B.F.A. in Visual Communications, University of Oklahoma, Norman, OK

Current Positions

- Faculty - Lecturer and Online Course Designer/and Consultant, University of Oklahoma; Department of Human Relations, Norman, OK
- Faculty – Women and Gender’s Studies, University of Oklahoma; Department of Human Relations, Norman, OK
- Faculty – OU Center for Social Justice University of Oklahoma; Department of Human Relations, Norman, OK
- Advanced Programs Professor since 2011

Frequently Taught Advanced Programs Courses

- HR 5113 Managing Conflict in a Diverse Workplace

Major Areas of Teaching and Research Interest

- Diversity Studies
- Relationship Building in Education
- Online Learning/Motivation of students and faculty
- Identity Formation in Academia
- Motherhood and Life Balance
- Motivation in the Workplace

Representative Publications and Presentations

Books


Articles


Representative Honors and Awards Received

- 2008 Nomination for Outstanding Graduate Teaching Assistant Award, University of Oklahoma
- 2008 AERA Division C Graduate Student Seminar (Competitive and selective participation)
- 2006 - 2007 Phi Delta Kappa

Major Professional Affiliations

- American Educational Research Association
• National Consortium of Instruction and Cognition
• American Psychological Association
• White House Initiative Partner
• University of Oklahoma Women’s and Gender Studies
• OU Center for Social Justice
• Rotary International