

## ***COMM 7110: Conflict Communication*** **Spring 2013**

Instructor: Dr. Daniel J. Canary  
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Phone: 480-965-6650  
Hours: Wed 1-2:30 or by appointment

### ***Course Description***

This seminar stresses the current empirical theory and research on how people use message behavior to manage conflicts. Interpersonal, organizational, community, and intercultural and international contexts will be emphasized.

### ***Course Objectives***

My goals for you are (1) that you learn to appreciate the ways that communication behavior dramatically affects outcomes between people who are in conflict with each other; (2) that you engage the research literature with a desire to learn as well as share; and (3) that you write a state of the art literature that you can submit to a convention.

### ***Course Requirements***

1. *Rationale Paper.* In this paper, you are to define interpersonal conflict and provide reasons to study it (about four pages; see rationale paper guidelines). These reasons can be general (citing need to study conflict generally) or specific to a particular context (e.g., organizational, health care, personal relationships). Worth 10% of the final grade.
2. *Research Paper.* I would like each of you to participate in a literature review that has real potential for convention presentation. This paper is worth 40% of the final grade. It will be submitted in sections and presented to your seminar colleagues (see syllabus). I will provide feedback on each section before the final paper is due.
3. *Comprehensive Final Examination.* *This is included in the syllabus later.* A two-hour comprehensive examination question will ask what the discipline of communication offers to the study of conflict communication, offering support from three topics of your choice. Adopting a particular theoretic orientation, you will explain the three findings about what communication scholars can bring to understanding conflict management (worth 20% of the final grade).
4. *Discussion Lead.* Each member will lead two discussions of papers assigned for the class (45 mins.; see Course Schedule). You will present outlines (1-2 pp. each) of each chapter/article and questions for discussion. Leading the seminar is worth 10% of the final grade for each presentation (20% of the final grade).

5. *Participation.* The success of any seminar depends greatly on the conduct of its participants. You should come to class prepared, ready to engage each other in a cooperative and direct manner about the issues we discuss, and talk with me as needed outside of class. The only way one can ascertain your engagement with the material is through your communication behavior. No one should dominate, however, and each person should have chances to add to the conversation. Participation is worth 10% of the final grade.

### ***Books***

Canary, D. J., & Lakey, S. with Marmo, J. (2013). *Strategic conflict*. New York: Routledge.

Canary, H.E., & Canary, D. J. (in press). *Family conflict: Managing the unexpected*. Cambridge: Polity.

Oetzel, J. G., & Ting-Toomey, S. (2006). *The Sage handbook of conflict communication*. Thousand Oaks, CA: Sage.

Plus other readings (see syllabus)

### ***Course Schedule***

#### *January 9: Overview of Course*

Introductions.

Canary and Lakey (2013), Chapter 1.

#### *January 16: Strategic Conflict, Part 1*

Putnam, L. (2006). Definitions and approaches to conflict and communication.  
In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Canary and Lakey, pp. 1-86.

#### *January 23: Strategic Conflict, Part 2*

Canary and Lakey, pp. 87-212

January 30: *Social cognitive approaches*

**Rationale Paper Due and Presented (10 mins).**

Roloff & Miller (2006). Social cognition approaches to understanding interpersonal conflict and communication. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Sillars, A., Roberts, L. J., Leonard, K. E., & Dun, T. (2000). Cognition during marital conflict: The relationship of thought and talk. *Journal of Social and Personal Relationships*, 17, 479-502.

Discussion Leader: \_\_\_\_\_

February 6: *Interpersonal Approaches*

Guerrero, L. K., & La Valley, A. G. (2006). Conflict, emotion, and communication. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Thomsen, D. G., & Gilbert, D. G. (1998). Factors characterizing marital conflict states and traits: Physiological, affective, behavioral, and neurotic variable contributions to marital conflict and satisfaction. *Personality and individual differences*, 25, 833-855.

Discussion Leader: \_\_\_\_\_

Caughlin, J. P., & Vangelisti, A. L. (2006). Conflict in dating and marital relationships. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

February 13: *More Interpersonal Approaches*

Canary, D. J., & Lakey, S. G. (2006). Managing conflict in a competent manner: A mindful look at events that matter. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Donohue, W. A. (2006). Managing interpersonal conflict: The mediation promise. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Koerner, A. F., & Fitzpatrick, M. A. (2006). Family conflict communication. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

February 20: *Family Conflict*

**Literature Review Submitted ([dan.canary@asu.edu](mailto:dan.canary@asu.edu))**

Canary H. E., & Canary, D. J. (in press). Family conflict: Managing the unexpected, Chs. 3- 4.

Discussion Leader: \_\_\_\_\_ Dan Canary \_\_\_\_\_

Canary H. E., & Canary, D. J. (in press). Family conflict: Managing the unexpected, Chs. 5-6

Discussion Leader: \_\_\_\_\_ Dan Canary \_\_\_\_\_

February 27: *Conflict and Health*

**Literature Review Discussed (10 mins.)**

Kielcolt-Glaser, J. K., & Newton, T. L. (2001). Marriage and health: His and hers. *Psychological Bulletin*, 127, 472-503.

Discussion Leader: \_\_\_\_\_

Suarez, E. C., Kuhn, C. M., Schanberg, S. M., Williams, R. B., Jr., & Zimmerman, E. A. (1998). Neuroendocrine, cardiovascular, and emotional responses of hostile men: The role of interpersonal challenge, *Psychosomatic Medicine*, 60, 78-88.

Discussion Leader: \_\_\_\_\_

Du Rocher Schudlichm, T. D., Papp, L. M., & Cummings, E. M. (2004). Relations of husbands' and wives' dysphoria to marital conflict resolution strategies. *Journal of Family Psychology*, 18, 171-183.

Discussion Leader: \_\_\_\_\_

*March 6: Organizational Factors*

**Method and Results sections submitted and presented (10 mins.)**

Nicotera, A. M., & Dorsey, L. K. (2006). Individual and interactive processes in organizational conflict. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Poole, M. S., & Garner, J. T. (2006). Perspectives on workgroup conflict and communication. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Kirby, E. L., Wieland, S. M., & McBride, M. C. (2006). Work/life conflict. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

*March 13: Spring Break*

*March 20: Community Conflict*

Littlejohn, S. W. (2006). Moral conflict. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Peterson, T. R., & Franks, R. R. (2006). Environmental conflict communication. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Barge, J. K. (2006). Dialogue, conflict, and community. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

*March 27: Intercultural and interracial conflict*

Oetzel, J., Acros, B. Mabizela, P., Weinman, A., & Zhang, Q. (2006). Historical, political, and spiritual factors of conflict. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Orbe, M. P., & Everett, M. A. (2006). Interracial and interethnic conflict and communication in the United States. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

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

Discussion Leader: \_\_\_\_\_

*April 3: Discussion/Conclusions section due and presented*

Coleman, P. T. (2003). Characteristics of protracted, intractable conflict: Toward the development of a metaframework—I. *Peace and conflict*, 1-37.

Discussion Leader: \_\_\_\_\_

*April 10: Intercultural and International Conflict Continued*

Broome, B. and Hatay, A-S J. (2006). Building peace in divided societies: The role of intergroup dialogue. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Ting-Toomey, S., & Takai, J. (2006). Explaining intercultural conflict: Promising approaches and future directions. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

Oetzel, J. G., Ting-Toomey, S., & Rinderle, S. Conflict communication in contexts: A social ecological perspective. In Oetzel and Ting-Toomey.

Discussion Leader: \_\_\_\_\_

*April 17: **Research Papers Due and Presented in Convention format (15 mins.)***

*April 24: **Comprehensive Examination Due by 6 PM.***  
*(email as an attachment to [dan.canary@asu.edu](mailto:dan.canary@asu.edu))*

Conflict Communication  
*Comprehensive Final Examination*  
(Honors System—no notes, books, or other aids)

**Two Hours**

*Please answer the following question, providing support based on the course material. Your task is to show what you have learned from the course material. You are free to use material on conflict communication not covered in class, however, all material must be scholarly and research-based. **Your exam is Due 6 PM, April 24.** Here is your question:*

What does the discipline of communication offer to the study of conflict communication? Support your answer from three areas/topics of study on conflict and communication (topics of your choice). It would be wise to explain the three findings from a theoretic point of view. Cite relevant studies as best you can (no references required).

Once finished, please email your response as an attachment to: [dan.canary@asu.edu](mailto:dan.canary@asu.edu).