

COMM 587
*Negotiation and Mediation Communication
in Intercultural Settings*
COURSE SYLLABUS
Fall 2004

Instructor: Cecile W. Garmon

104 FAC

270-745-5373

270-745-6673

cecile.garmon@wku.edu

270 745-7030 (F)

Course web site: <http://ecourses.wku.edu>

Texts:

Cohen, R. (1997). Negotiating across cultures. Washington, D.C.: U.S. Institute of Peace.

Ting-Toomey, S., and Oetzel, J.G. (2001). Managing intercultural conflict effectively. Thousand Oaks, CA: Sage.

Meeting Dates: Because this course incorporates on-line and classroom experiences with ITV, the following list of dates relates to the class time only. On-Line activity time will vary among students and assignments, but easy access to the internet and willingness to participate via the internet form an essential part of this course. If you have some hesitation about working via technology, please contact the instructor for further discussion about on-line work time.

October 22 5-9 p m

October 23 8-1

November 20 8-4

December 3 5-9

December 4 8-4

Class Goals: Since culture plays such an integral part in human communication behaviors, the role of culture in conflict management has assumed enormous proportions in contemporary society. This course focuses on the role of culture in the communication aspects of two conflict management tools, negotiation and mediation. Students and faculty will have the opportunity to review concepts of culture and cultural influence on communication, especially in conflictual situations. Next, the students will study the roles of communication and culture in the processes of international negotiation as well as negotiation among participants of specific cultural origins. Finally, the study will move to the role of mediation in conflict management and how culture impacts the achievement of successful conclusions in mediated management activities.

Topics for Class Meetings and Assignments:

Oct. 22, 23 – Organization and discussion of culture’s impact on communication.
Discussion of conflict origins and developments.

Ting-Toomey model of culture/environmental/personal effects on conflict management.

November 20 - Role of negotiation in conflict management. Role of culture and communication in negotiation activities.
Assignment for class: Read Managing Intercultural Conflict Effectively by Ting-Toomey and Oetzel. Read Negotiating Across Cultures by Cohen.
Choose international conflict and be able to discuss negotiation behaviors in terms of this conflict.

December 3,4 - Mediation: Cultural impacts on communication during mediation.
Assignment: Read mediation information supplied by instructor and seek other sources of information on using mediation across cultures.

Course Assignments:

Writing Assignments: Each student will choose a specific non-American or non-native culture for individual study and focus during the course. Each short writing assignment will relate to that specific culture.

Due October 29 – one short paper (**10 points**) with maximum of 5 pages and with a reference list following APA stylesheet. Instructor will post the topic on the Assignments section of course web page. Students **must** follow the writing guidelines found in the Course Information section of web page.

Due November 12 – one short paper (**10 points**) with maximum of 5 pages and with a reference list as above.

Due Dec. 7 – A major research paper which focuses on some aspect of negotiation and/or mediation and related to culture and communication. Students should begin to consider their topic soon and must consult with the instructor about the topic before beginning the actual writing. The written report should not exceed 15 pages plus references, typewritten and following the APA stylesheet. (**25 points**)

On-Line Assignments: Students will have three discussion board assignments related to articles in the New York Times. The first one is due Nov 6; second one on November 20, and last one on December 1. These topics will be assigned on-line by the instructor during each DB period. Each DB counts 5 points. (**15 points**)

Group Activity: Students will be assigned to groups and will develop a specific project after class discussion. These group projects will count **15 points**.

Final Exam: The final exam will count **20 points** and the class will discuss the most appropriate format for this exam.

The final **5 points** for each student's grade will be assigned based on their quality of participation in class.

General Information: Because this class follows a schedule of combined on-line and traditional ITV class time, I encourage students to contact me at any time with questions or comments. The time frame for this class remains very short and we cover a great deal of material. Therefore, students must begin their work on time and stay up-to-date on reading and assignments. If you have trouble understanding assignments, accessing the web, or feeling comfortable with your progress in the course, please contact me quickly.

All students **MUST** attend all classes. Attendance is **NOT** negotiable! (nor mediable).