

UNIVERSITY OF NORTH CAROLINA WILMINGTON
DEPARTMENT OF COMMUNICATION STUDIES
COM 223
Mediation and Conflict Management

**COM223 is offered on MWF at 8:00 and 9:00 am during
Fall semester '09**

COM223 presents students with an opportunity to learn skills useful in their professional and personal lives now and after graduation. Managing conflict is a skill that enables us to live more productive lives, interact with others under stressful circumstances, and enriches our personal lives by empowering us to recognize and resolve day-to-day conflict in interpersonal relationships.

Students in COM223 learn:

- What is conflict?
- How to recognize situations in which conflict occurs.
- How to manage conflict as a mediator.

In a major assignment, students learn to analyze conflict they observe in such videos as A Civil Action, The Breakup, Disclosure, Erin Brockovich, The Negotiator, and War of the Roses. These videos do not deal with abstract academic theories. They depict conflicts that are typical in business and interpersonal relationships.

COM223 covers information about such topics as:

- Dispute Resolution Processes
- Interpersonal and Workplace Violence
- Dating Violence and Acquaintance Assault
- Intercultural Conflict Styles
- Managing Anger
- Power and Conflict
- Using Questions
- Positions and Interests

Students learn how to recognize a potential abuser, reduce the likelihood of being victimized during a dating relationship, and how to communicate expectations about interpersonal relationships.

Students also learn conflict management skills while participating in and observing 28 role plays designed to give them an opportunity to try out what they have learned in the safety of a classroom environment. Role play scenarios include job-related disputes, difficulties with roommates, equal opportunity issues, and disputes involving the custody and visitation of minor children.

Students who successfully complete COM223 learn basic principles enabling them to mediate business and relationship disputes at an entry level. The skills they learn will prepare them for specific conflict situations they may encounter now as students and later when they begin their professional careers regardless of the field they enter.

If you would like to learn how to manage conflict by actually applying skills you learn during class, register for COM223. The skills you learn will be of benefit to you for the rest of your life.
