BOROUGH OF MANHATTAN COMMUNITY COLLEGE The City University of New York
Department of Speech, Communication and Theatre Arts

Professor Jill Strauss, PhD
E-mail: jstrauss@bmcc.cuny.edu

Tel: 212 220-8000 Ext 5345 (Leave a message and I will return the call)

Office Hours – Monday and Thursday 11:30AM – 1:00PM on Zoom

COM 250.130W
Monday 5:30 PM – 8:15PM
Thursday 1PM - 3:45PM

Conflict Resolution

3 Credits Prerequisites: SPE 100, Student must have passed (ENG 88 or ESL 94) /ACR 94

This course is on developing communication behaviors that productively manage conflict; it is structured to integrate communication theory with practical application. Through readings, lectures, sample conflict cases, and interviews, as well as through in-class discussion and exercises, this course will address both intra-personal and inter-personal conflicts that occur in diverse settings, examine the sources of these conflicts, and analyze the factors that influence how we identify, define, manage, and defuse these conflicts.

This is an Honors Course and must meet the following student learning outcomes (SLOs):

Honors Courses Goals	Measurements (assessment for honors courses goals listed in the first column)
1. Communicate clearly, knowledgeably, and effectively in written, spoken, visual, oral, and technological modes for a variety of purposes, with different audiences in various contexts, using appropriate formats and technologies.	Write an artist statement and label to be published in an online archive of student projects.
2. Conceive, plan and execute a high quality (multi) disciplinary research, creative, or applied project, using multiple modes and technologies, including qualitative methods and other modes of inquiry and research.	Create an augmented reality image for the Sims pedestal and write a minimum 2-page artist statement
3. Through independent learning and collaborative study, attain, use and develop knowledge in the arts, humanities, sciences and social sciences, with disciplinary specialization and the ability to integrate information across disciplines.	Keep a Reflection Journal on in-class discussions in response to assigned readings, and exhibition visits.

This is a Writing Intensive course that fulfills the WI requirement for graduation. Writing intensive courses pay special attention to developing critical reading, writing, and analytic skills to prepare

Professor Jill Strauss, PhD

E-mail: jstrauss@bmcc.cuny.edu

Tel: 212 220-8000 Ext 5345 (Leave a message and I will return the call)

Office Hours – Monday and Thursday 11:30AM – 1:00PM on Zoom

students for college-level coursework in general. Both informal and formal writing will be designed to maximize your understanding of the subject matter. Formal writing assignments, at least 10-12 pages total, account for a significant portion of your grade and will include opportunities for revision. Toward that end, the five planned in class Informal Writing Assignments are intended to give you an opportunity to reflect on in-class activities that are connected to the four Formal Written Assignments. The Informal Writing Assignments will get check marks and count as part of your In-Class Participation. Then, when you are reading relevant assigned texts for your papers, you will be reading with intention and can expand on your ideas based on the theory you have read.

This is an Open Education Resource (OER) course. All required texts and / or links to readings are in your syllabus and Course Schedule on Blackboard in Course Materials.

COM 250 Student Learning Outcomes:
1. Demonstrate understanding of conflict theory by applying these concepts in a variety of conflict situations.
2. Identify, analyze, and critique effective and ineffective conflict resolution strategies in students' own experiences and case studies.
3. Recognize and use effective communication skills to prevent or deescalate conflict.
4. Describe, synthesize and expand upon relevant literature, media, and diverse points of view

The college's general education learning outcomes that will be covered and assessed in this course.

General Education Learning Outcomes	Measurements (means of assessment for general education goals listed in first column)
Communication Skills- Students will be able to write, read, listen and speak critically and effectively.	Student's written work and in class discussions.
Arts & Humanities- Students will be able to develop knowledge and understanding of the arts and literature through critiques of works of art, music, theatre or literature.	Discussions of monuments and statues as well as own images.
Information & Technology Literacy- Students will be able to collect, evaluate and interpret information and effectively use information technologies.	Learn and use photoshop and augmented reality technology

Department of Speech, Communication and Theatre Arts

Professor Jill Strauss, PhD

E-mail: jstrauss@bmcc.cuny.edu

Tel: 212 220-8000 Ext 5345 (Leave a message and I will return the call)

Office Hours – Monday and Thursday 11:30AM – 1:00PM on Zoom

Values- Students will be able to make informed choices based on an understanding of personal values, human diversity, multicultural awareness and social responsibility.	Moral and ethical issues of racism. Conflict resolution focuses on conflict analysis communicating across difference.

Email and Blackboard use:
- Check your BMCC emails and Blackboard regularly as this is the best way for me to communicate with you, and I will.
- It is recommended to use Blackboard on a browser on a computer. Using it on your phone has some limitations. Using the mobile application is a different experience and somethings you cannot do. Things will appear differently. I have tried to adapt assignments. **IF YOU NEED TO BORROW A LAPTOP FROM BMCC, THIS IS THE TIME TO GET ONE**. Each student is allowed one device. Email **studentaffairs@bmcc.cuny.edu** about getting a device.

- You can email **servicedesk@bmcc.cuny.edu** with technology questions regarding your CUNYfirst account, your free Dropbox Account, and downloading Office 365.

- This class was originally scheduled to meet in-person but due to the Coronavirus, we are online again this fall semester. **We will meet virtually on Zoom during our regular class time. You will have readings and videos to read and watch prior to class and written assignments either before or after each class meeting.** Please do your best to do the assigned work prior to each class. This will make our conversations better and your group work time more productive.

Evaluation and Requirements of Students:
- Students are required to read assignments prior to class and to submit written work on time in Blackboard in Assignments. No late papers accepted.
- Always include a heading on your papers with your name and the assignment title and number.
- All papers submitted must be in Times New Roman or Garamond font, 12 pt. and double-space.
- Citations and a bibliography – I would like you to use MLA citation style. ALSO INCLUDE PAGE NUMBERS FOR QUOTES. https://www.youtube.com/watch?v=mkn4SyhjylM and I have put on Blackboard in Course Materials directions for using the Reference program in Word.

Class Behavior (such items as):
· Active participation on the Blackboard Discussion Board and group work is A MUST.
· You will be assigned to small groups for various class activities and your final project.
· This course will teach you respect for peers by learning active listening skills, paraphrasing for clarification, dialoguing vs. debating, and accepting multiple perspectives and worldviews.

Academic Adjustments for Students with Disabilities

Department of Speech, Communication and Theatre Arts

Professor Jill Strauss, PhD

E-mail: jstrauss@bmcc.cuny.edu

Tel: 212 220-8000 Ext 5345 (Leave a message and I will return the call)

Office Hours – Monday and Thursday 11:30AM – 1:00PM on Zoom

Students with disabilities who require reasonable accommodations or academic adjustments for this course must contact the Office of Services for Students with Disabilities. BMCC is committed to providing equal access to all programs and curricula to all students.

BMCC Policy on Plagiarism and Academic Integrity Statement
Plagiarism is the presentation of someone else's ideas, words or artistic, scientific, or technical work as one's own creation. Using the idea or work of another is permissible only when the original author is identified. Paraphrasing and summarizing, as well as direct quotations, require citations to the original source. Plagiarism may be intentional or unintentional. Lack of dishonest intent does not necessarily absolve a student of responsibility for plagiarism. Students who are unsure how and when to provide documentation are advised to consult with their instructors. The library has guides designed to help students to appropriately identify a cited work. The full policy can be found on BMCC's website, www.bmcc.cuny.edu. For further information on integrity and behavior, please consult the college bulletin (also available online).

Grading Practices:

Introductions Activity and Discussion Board Posting	10 points
Class Participation- includes group work and in class discussion	10 points
Oral History Project (3 interviews x 5 points each)	15 points
Oral History Group meeting and Report	6 points
WI Informal Writing assignments on the Discussion Board (6 x 4 points each)	24 points
AR Monument Group Project, Plaque Text, and Artist Statement Research Paper	15 points
AR Monument Group Process Reflection Paper	5 points
WI Formal Writing Assignments (2 x 10 points each)	20 points
	100 points

BMCC is committed to the health and well-being of all students. It is common for everyone to seek assistance at some point in their life, and there are free and confidential services on campus that can help.

Single Stop www.bmcc.cuny.edu/singlestop, room S230, 212-220-8195, singlestop@bmcc.cuny.edu. If you are having problems with food or housing insecurity, finances, health insurance or anything else that might get in the way of your studies at BMCC, contact the Single Stop Office for advice and assistance.

Single Stop is currently operating remotely. Email the office at singlestop@bmcc.cuny.edu . Staff members are working remotely Monday to Friday, 8:30 a.m. to 6 p.m.

The Panther Pantry offers food distribution. Please check your BMCC email to reserve a time to come on campus to pick up food.

Assistance is also available through the Office of Student Affairs, S350, 212-220-8130, studentaffairs@bmcc.cuny.edu.

Counseling Center www.bmcc.cuny.edu/counseling, room S343, 212-220-8140, counselingcenter@bmcc.cuny.edu. Counselors assist students in addressing psychological and adjustment issues

Professor Jill Strauss, PhD

E-mail: jstrauss@bmcc.cuny.edu

Tel: 212 220-8000 Ext 5345 (Leave a message and I will return the call)

Office Hours – Monday and Thursday 11:30AM – 1:00PM on Zoom

(i.e., depression, anxiety, and relationships) and can help with stress, time management and more.

The BMCC Counseling Center is currently able to provide services to BMCC students online via Zoom video chat, phone and e-mail. Students can contact their counselor directly to discuss scheduling or email counselingcenter@bmcc.cuny.edu. Counseling Center staff will respond during business hours Monday – Friday from 9 a.m. to 5 p.m. Students who have never been seen by a counselor or don't remember their counselor's name, can contact the center at counselingcenter@bmcc.cuny.edu.

Please note that the email address is not monitored continuously. If this is an emergency, call 911 or go to your nearest hospital emergency room.

Students can always contact NYC Well at 888-NYC-WELL (1-888-692-9355) for immediate support.

Office of Compliance and Diversity https://www.bmcc.cuny.edu/about-bmcc/compliance-diversity,
 room S701, 212-220-1236. BMCC is committed to promoting a diverse and inclusive learning environment free of unlawful discrimination/harassment, including sexual harassment, where all students are treated fairly. For information about BMCC's policies and resources, or to request additional assistance in this area, please call the office or email olevy@bmcc.cuny.edu, or twade@bmcc.cuny.edu.

Office of Accessibility www.bmcc.cuny.edu/accessibility, room N360 (accessible entrance: 77 Harrison Street), 212-220-8180, accessibility@bmcc.cuny.edu. This office collaborates with students who have documented disabilities, to coordinate support services, reasonable accommodations, and programs that enable equal access to education and college life. To request an accommodation due to a documented disability please call the office or email. Here is a list of Office of Accessibility Contacts (pdf) as well as Frequently Asked Questions for Students (pdf)

Brief Overview of the Course

Historically, pandemics have forced humans to break with the past and imagine their world anew.
This one is no different. It is a portal, a gateway between one world and the next.
Arundhati Roy

Black Lives Matter road murals have been painted around the country. Likewise, projections on Lee Monument in Richmond Virginia demonstrate that these creative works can provoke necessary conversations about racism that could lead to systemic social change. COVID has resulted in an economic and public health crisis mainly effecting people of color. BMCC students are majority Hispanic, African American, and Asian. Remembering together and creating something that honors the loss and celebrates change are ways to begin healing. Students will create their designs based on oral histories they collect from a cross-section of New Yorkers present during the Coronavirus crisis and the BLM/police brutality protests. Their images will then be launched on the BMCC Open Lab, an opensource platform. They will be used as catalysts to engage others in how best to discuss and commemorate 2020.

Professor Jill Strauss, PhD

E-mail: jstrauss@bmcc.cuny.edu

Tel: 212 220-8000 Ext 5345 (Leave a message and I will return the call)

Office Hours – Monday and Thursday 11:30AM – 1:00PM on Zoom

We will be using augmented reality (AR) technology for our final group projects. AR is virtual and creative. It is a relevant way to engage a controversial history in response to the concretized memory of the pedestal. The digital technology superimposes a computer-generated image that appears three-dimensional. The image can be located anywhere which increases the creative possibilities. With augmented reality, many images can be made by many people, which allows for multiple perspectives that can be viewed on most cell phones.

Media artist educator and activist, Will Roberts, (http://augmentedpictures.com/) will teach Adobe Photoshop and Spark AR augmented reality technology in November 2020. He has successfully taught this technology to my students previously in the classroom and online. Students have Adobe Photoshop through the City University of New York and Spark AR is a free downloadable program.

A student who took my classes in 2019-2020, recently wrote to me:

In light of the political climate and regarding the removal of problematic public statues. I was able to engage in online discussions boards and blogs about these monuments and able to cite references from your syllabus.

I am very grateful that I was able to be an active participant in the conversations that are happening right now. It was beautiful to see the work that I have learned in school be actively applied to non-classroom discussion.