**Corporate Culture and Business Communication: Conflict Management**

**Home assignment #5**

**Required reading:**

1. ‘The Language of Conflict’ compiled from Akin J. (2003). Escalation-Limiting Language. Beyond Intractability. Eds. Guy Burgess and Heidi Burgess. Conflict Information Consortium, University of Colorado, Boulder; Opresnik M. O. (2013). The Hidden Rules of Successful Negotiation and Communication. Getting to Yes! Management for Professionals. Springer. (Chapters 6 & 7); Northouse P. G. (2012). Introduction to Leadership: Concepts and Practice. SAGE publications. (Chapter 9).
2. Wrench, J. S., Punyanunt-Carter, N. M., Thweatt, K. S. (2020). Interpersonal Communication: A Mindful Approach to Relationships. Milne Open Textbooks:

* pp. 93-100 – learn about cognitive and personal-social dispositions of individuals and think how these dispositions impact conflict communicative behavior.

1. Prepare for a graded case analysis (personality and communication seminars).

*Sample*

Case: …

Q1: Analyze the parties’ social styles and other cognitive, personal-social dispositions that impact their communicative behavior.

Q2: Provide intervention strategies suitable for enhancing communication between the parties.

Assessment criteria:

|  |  | **Descriptor** | **Your result** |
| --- | --- | --- | --- |
| Q1 | 2 points | The student fully satisfies all the requirements of the task, clearly presents a fully developed and detailed response. |  |
| 1 point | The student generally satisfies the requirements of the task, highlights key features but the answer could be more fully extended, and/or some details may be irrelevant, inappropriate, or inaccurate; the answer may be not reasoned enough. |  |
| 0 points | The student fails to address the task, which may have been completely misunderstood; presents limited ideas which may be largely irrelevant. |  |
| Q2 | 2 points | The student fully satisfies all the requirements of the task, clearly presents a fully developed and detailed response. |  |
| 1 point | The student generally satisfies the requirements of the task, highlights key features but the answer could be more fully extended, and/or some details may be irrelevant, inappropriate, or inaccurate; the answer may be not reasoned enough. |  |
| 0 points | The student fails to address the task, which may have been completely misunderstood; presents limited ideas which may be largely irrelevant. |  |
| Language | 1 point | Makes 0-1 language mistakes, writes in formal/academic register. |  |
| 0 points | Makes two or more language mistakes and/or uses inappropriate register. |  |

**Optional viewin:**

Applying the social styles model in real estate business. Link: <https://youtu.be/lc0FtgB_0B0>.