

ONLINE COURSE!



Instructor: Bill Warters

Term: Winter 2017

Enrollment Limit: 25

Time to Register: Now!

Elective Status:

Students in the MADR program can use this course as an elective

Coolness Factor: Part of WSU's Communication & New Media Graduate Certificate Program

More Info: Contact the instructor Bill Warters at w.warters@wayne.edu
<http://www.campus-adr.net>

Web-Based!

Learn 24/7



Course Ref. No:
28454

Winter 2017

COM 6220: Communication Technology and Conflict



See: <http://prezi.com/jsfidq72czsy/>

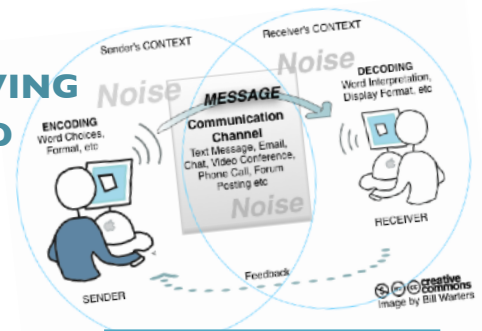
Note: Weekly course webinars will be held **Wednesday evenings 7-8:30** or at another time arranged by the class.

UNDERSTANDING & RESOLVING CONFLICTS IN ONLINE (AND OFFLINE) NETWORKED ENVIRONMENTS

Join us as we explore:

- **channel(s) and modes** of communication & how these influence **conflict & intervention** attempts.
- online communication **tools for advocates & activists** engaged in stirring up conflict or pushing for change.
- online **negotiation strategies**
- technological **tools and techniques** used **to manage conflict** and/or **solve difficult problems**.
- **ODR and Customer Service**

ODR (Online Dispute Resolution) has become a field all it's own. Learn all about it!



NUMBERS

Billions of internet users in June of 2016

3.6

Millions of E-bay Users

165

Millions of Yearly E-bay Member Disputes handled via technology

60+