

STMM 550: CONFLICT MANAGEMENT
School of Theology and Ministry
Seattle University

Faculty:

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Course Description:

This course explores the personal and professional daily challenges of dealing with conflict. Participants will identify their own experience with conflict and how they become blocked when dealing with difficult people. We will study human developmental stages and how they impact communication, belief and behavior systems. Developing personal skills is an important step towards confidence in managing conflict. You will set boundaries and mean it. You will reflect on how personal blocks have affected your ability to deal effectively in ministry, at home, and in all relationships. We will explore the addictive nature of our culture, it's institutions and individual experiences that create dysfunction and conflict and reveal the spirituality of negotiation.

Required Reading:

Parry, Danaan, *Warriors of the Heart*, Earth Stewards Network, 1997
John O'Donohue, *Anam Cara*, Bantam Press, 1999

Course Objectives:

- 1) Define conflict management in terms of negotiation skills.
- 2) Explain Developmental theory as it relates to conflict.
- 3) Describe what triggering events are and how to respond to them effectively.
- 4) Develop confidence and theory by reflection on handouts, lecture and group process.
- 5) Familiarize students with how to prepare for a negotiation.
- 6) Understand basic human needs and how they affect the current situation.
- 7) Identify and remove blocks using negotiation skills.
- 8) Examine co-dependency and addiction as it impacts staff development, personal performance and group dynamics.

- 9) Understand how personal family dynamics can transfer to the work environment and provide an opportunity for growth.
- 10) Practice skills for empowerment, conflict management, recovery, competence and professional success.

Course Requirements:

Attendance and class participation is 50% of grade. This course requires attendance to each class session. There will be discussion, group listening, and giving feedback. This class is very interactive so it is imperative that students are there for each session. Students will be required to actively demonstrate the conflict management formula and display competence and skill. Students will demonstrate their comprehension of Developmental Theory, and be very respectful of each student's participation. Safety is very important so that the participants can risk and grow in their ability to manage conflict.

- 1) Active participation in group process and group sharing is essential to the student's success in this class. We will be using small group, triads, large groups and demonstrations. This includes giving feedback, active discussion of topics, respectful and skillful listening.
- 2) Journal – 30% of grade. Journaling in this class is essential and required. Personal reflection and exploration are important in the student's progression and success. You are invited to risk deeply, actively using the journaling assignments. Using these reflections will challenge and require you to absorb the information and skills presented and apply these to your daily life as an effective conflict manager.
- 3) Individual skills are graded as the student demonstrates their ability to translate conflict theory into real life situations. Each student will be effective and competent in their ability to think – speak and act when dealing with difficult people and situations.
- 4) Group skills are graded on the student's ability to do multilevel assessments and communication with a small group and/or a large group and actively participate with fellow students.
- 5) Writing skills are graded on the student's ability to inventory and reflect their limitations as well as their successes as they progress in this class.
- 6) Reading assignments will be completed by the time class begins. Students will be expected to absorb concepts and actively express the skills and ideals as they relate to conflict management. Reading assignments and handouts support the student's ability to grow in understanding and becoming more assertive and effective in conflict relationships.

Course Outline:

Part I

- Introduction to the gift conflict offers by challenging our beliefs and behaviors.
- Sacred conflict
- Human Development
- Management Function

Part II

- Formula for successful negotiations
- Stages of anger
- Triad exercise

Part III

- Becoming good conflictors
- “Good Grief”
- Stages of grief and recovery

Part IV

- Stressors
- Family of origin roles
- Triad exercise

Part V

- Co-dependent professional behaviors
- Listening skills
- Triad exercise

Part VI

- Character defects
- Self reflection
- The spirituality of forgiveness

Part VII

- The role of crisis
- The spirituality of conflict
- Triad exercise

Part VIII

- Group dynamic assessment skills
- Negotiation skills competence
- Triad exercise

Part IX

- Working the formula
- Triad exercise
- Addictions and the addictive cycle

Part X

- Integration of developmental stages
- Addictive culture
- Triad exercise

Part XI

- Using the Medicine Wheel as an assessment tool
- Group teach-in

Additional Recommended Reading:

Beattie, Melody, *Beyond Codependency: And Getting Better All the Time*, Hazelden Foundation, 1989

Beattie, Melody *Codependents' Guide to the Twelve Steps*, Prentice Hall Press, 1990

Cameron, Julie, *The Artist Way*, Tarcher Putnam, 1992

Fox, Matthew, *The Reinvention of Work*, Harper, San Francisco, 1994

Kessler, Rachael, *The Soul of Education*, ASCD, 2000

Leritz, Len, *No-Fault Negotiation: A Simple and Innovative Approach for Solving Problems, Reaching Agreements and Resolving Conflicts*, (out of print, www.alibris.com)

Mellody, Pia and Andrea Wells Miller, *Breaking Free A Recovery Handbook for Facing Codependence* HarperCollins Publishers

Mellody, Pia, Andrea Wells Miller and J. Keith Miller, *Facing Love Addiction* HarperCollins Publishers, 1992

Myss, Caroline, *Anatomy of the Spirit*, Harmony Books, 1996

Schaef, Anne Wilson. *The Addictive Organization*, San Francisco: Harper, 1990

Schaef, Anne Wilson, *When Society Becomes an Addict*, HarperCollins Publishers, 1987

Woititz, Janet, *Adult Children of Alcoholics*, Health Communications, Inc. 1983