

**STMM 550: CREATIVE CONFLICT MANAGEMENT AND MEDIATION:
AN APPROACH TO PEACEMAKING IN THE REAL WORLD TODAY**
School of Theology and Ministry
Seattle University

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Course Description:

In this course we will explore the personal, interpersonal and professional challenges of dealing with peacemaking and conflict. Participants will identify their own experiences as well as the strengths and challenges they bring when dealing with difficult situations at home, in all relationships and in ministry. We will study the sources of peacemaking and conflict with particular attention to communication styles, the impact of change, the ability to deal with differences and people and organizations whom we experience as difficult. Developing personal skills is an important step towards building competence and confidence in managing conflict. We will explore principles and practices grounded in a wholistic spirituality which are expressed in being a change agent, transformational leader and peacemaker. Come to contribute, learn and enjoy!

Course Objectives:

1. Explore definitions of peacemaking, conflict and conflict management.
2. Examine systems thinking, diversity, culture and co-cultures as they relate to conflict.
3. Reflect on the reality and rate of change in our world and its impact on peacemaking and conflict.
4. Increase students' understanding of, appreciation for and capacity to live a wholistic spirituality in the midst of conflict.
5. Engage students in the preparation for and practice of constructive conversations, facilitated conversations and mediated conversations.
6. Practice respectful conversation in the midst of difficult situations.
7. Assist students to identify their role as transformational leaders and peacemakers.
8. Practice skills for empowerment, conflict management, respectful communication and professional success.

Course Requirements:

- Required reading
- Sharing one symbol of peacemaking or conflict management on day one
- Participation in class activities (1/3 grade)
- 4 –one page Journal entries (1/3 grade)
- Synthesis Paper: 3-4 pages (1/3 grade)

Course Outline:

- CLASS ONE:** You as an Individual Peacemaker and Conflict Manager
- Definitions of peacemaking, conflict and conflict management
 - Jesus and the Beatitudes
 - Start with yourself: The importance of personal inner work
 - Family of origin: Our initial training in conflict
- CLASS TWO:** Identifying the Sources of Conflict
- Dealing with differences
 - Diversity, culture and conflict
 - Dialogue Now You're Talking: Communicating in a Diverse World
 - Neurophysiology and conflict
- CLASS THREE:** Unlocking the Secrets of Successful Mediation
- Introduction to the mediation process
 - Self-care of the mediator/facilitator
 - Skills and practices of the mediator
 - The relationship between mediation and conflict management
- CLASS FOUR:** Change & Conflict
- Your experience of change and conflict
 - Change and the seeds of conflict
 - Resistance to change and conflict management
 - Skills to be an effective change agent
- CLASS FIVE:** Mediation in Family and Community
- Mediating family disputes
 - Parents and teens
 - Facilitating Community conflicts
 - The cost of inaction

- CLASS SIX:** Peacemaking & Mediation
- Encountering and working with impasse
 - Facilitating conversations of the heart, across divides
 - Mediating on the local and national level
 - Mediating beyond borders
- CLASS SEVEN:** The Role of Transforming Leaders in the Midst of Conflict
- Spirituality and the peacemaking path
 - Scripture and the contribution of world religions
 - Contemplative leadership
 - The role of non-violence
- CLASS EIGHT:** The Opportunities for Forgiveness and Reconciliation
- Similarities and differences among mediation, conflict management and reconciliation
 - The contribution of culture
 - Choosing to create a different future
 - The Power of Forgiveness video
- CLASS NINE:** Creative Conflict Management
- Knowing your personal approach
 - Building your tool kit
 - The role of ritual in reconciliation
 - Making resistance your friend
- CLASS TEN:** Peacemaking in the Real World
- Circles of Contemplation and Conversation for Peace
 - Career opportunities in the real world
 - Living the Beatitudes
 - The moral imperative for peace

REQUIRED READING

1. The Paradox of Power: From Control to Compassion, by Michael Crosby OFMCap, 2008
2. Difficult Conversations: How to Discuss What Matters Most by Stone, Patton & Heen, 2000
3. The Crossroads of Conflict: A Journey into the Heart of Dispute Resolution by Kenneth Cloke, 2006

RECOMMENDED READING AND/OR VIEWING

1. Ambassadors of Reconciliation – Vol. I by Ched Myers & Elaine Enns, 2010
2. Non-Violent Communication: A Language of Life by Marshall Rosenberg, 2008
3. Video: Romero, Paulist Productions, 1989
4. Crucial Conversations: Tools for Talking When Stakes Are High by Patterson, Grenny, McMillan, Switzler, Softcover 2009

FACULTY BIOGRAPHIES

John Reid is the founder and a partner with The Reid Group, a national consulting group that helps leaders and organizations transform challenges into opportunities to create a better world. John works as a Consultant, Mediator and Coach. Previously, he worked in the Archdiocese of Seattle for 18 years where he had responsibilities for formation, training and placement for lay and ordained ministers, and was also the Coordinator of Transition Services. John also worked at the University of Notre Dame and is a former Catholic High School teacher. He is a past chairperson of the National Association for Lay Ministry (NALM) and co-authored The Art of Change: Faith, Vision and Prophetic Planning. John has been an active mediator since 1989. He is married to Maureen Reid since 1972 and together they are the parents of two adult sons. He holds Master degrees in Divinity and Administration from the University of Notre Dame.

Tom Reid is a partner with The Reid Group and is a consultant, mediator, trainer and coach. He has more than thirty years of experience working in personal, spiritual and organizational development, helping leaders, groups and organizations to be more effective. In addition to The Reid Group, Tom's professional work experience includes: 10 years as a real estate agent with Windermere Real Estate, leadership team for RENEW, Archdiocese of Seattle, coordinator of a program of continuing education and spiritual growth for leaders, Center for Human Development, Notre Dame, and extensive experience as a seminar, retreat and workshop leader working with non-profit boards and staffs. Tom has Master degrees in Divinity and Administration from the University of Notre Dame. He is a graduate of the Mountaineers Basic Climbing course. Tom has been married for 35 years and has two adult sons and one granddaughter.

Carol Guenther has been a consultant and mediator with The Reid Group since 2003. She has served in parish ministry for over 23 years in Massachusetts, Indiana and Washington State as a Pastoral Associate and Parish Life Coordinator. Her ministry focused on formation and support of parish leadership groups, adult faith formation, liturgy planning, stewardship development and administration. Carol is married and the proud parent of four young adult children, whom she considers one of her greatest sources of continuing education. She also holds a Master of Divinity degree from the University of Notre Dame and certificates in Diversity Training, Mediation Services and Bereavement Ministry.