

ASSEMBLIES OF GOD THEOLOGICAL SEMINARY
Southeastern College Branch Campus
1000 Longfellow Blvd.
Lakeland, Florida 33801
August 2 – 9, 2003

PTHB 626 CONFLICT RESOLUTION
(3 credits)

David H. Boyd, PhD

August 2003

COURSE SYLLABUS

COURSE DESCRIPTION

Conflict resolution refers to the various ways in which people or institutions deal with social conflict. Social conflict exists when two or more parties express differences in beliefs, values, or interest, whether the divergence is real or perceived. The purpose of this course is to explore methods of conflict resolution that have been associated with positive outcomes related to not only settling disputes, but also to personal development and restoration of important relationships in a range of diverse fields of practice, professional settings, and client populations.

COURSE OBJECTIVES

At the conclusion of this course the student will have investigated and demonstrated knowledge of the following:

- A. Mediation and conflict resolution from a variety of disciplines including psychology, business administration, law, education, social work, political science, and religion.
- B. Mediation and conflict resolution in the church and the human services field.
- C. The theories, processes, and skills of mediation, and the attempt to integrate conceptual frameworks that guide mediation and conflict resolution with social work theory and practice.
- D. Conflict resolution and conflict styles.
- E. Basic skills in conflict resolution and mediation.
- F. Conflict resolution, mediation, and negotiation.

G. Mediation and conflict resolution techniques as they relate to the following:

1. Marriage and family
2. Divorce
3. Post divorce parenting
4. Step families- Parenting
5. Aging
6. Health care
7. Mental health Disabilities
8. The Church Community
9. And a variety of others

TEXTBOOKS

Barsky, Allan Edward. Conflict Resolution for the Helping Professions. Belmont, CA: Brooks/Cole. (2000).

Shawchuck, Norman. How to Manage Conflict in the Church. Spiritual Growth Resources Seventh Printing. (2001).

COURSE REQUIREMENTS

A student's grade will be derived at by the following:

- A. Attendance is mandatory and vital.
- B. There will be two exams administered. The first, a Midterm will cover the contents of the Shawchuck notebook/text. The second, a Final Exam, will be comprehensive and cover all material investigated including the contents of the Barsky text and lectures.
- C. Students will also be required to develop a hypothetical scenario (case study) in which a situation is created that requires a "process" of mediation and conflict resolution be implemented.
- D. A 15 -18 page research paper is required. The student may select any topic relative to mediation and conflict resolution. The professor will spend some time during the first class to explain this requirement more fully. Papers are to be typed, double- spaced, using the APA Style of Writing. (Professor will hand out an abbreviated APA Style of Writing resource to each student). **The due date for the research paper and case study is November 9, 2003.**

GRADING PROCEDURE

- A. Attendance (Mandatory)
- B. Exams (25% each). Total (50%)
- C. Case Study (25%)
- D. Research Paper (25%)

Total 100%

COURSE OUTLINE

- Aug 2 Introduction and syllabus
Gaining Self-Awareness MBTI
- Aug 4 Managing Conflict
Self analysis tool
- Aug 5 How to Manage Conflict in the Church
Conflict Interventions and Resources
- Aug 6 How to Manage Conflict in the Church
Dysfunctional Congregations
- Aug 7 Midterm Exam
Conflict Resolution for the Helping Professions Chapters 1, 2, and 3.
- Aug 8 Conflict Resolution for the Helping Professions Chapters 4, 5, and 6.
- Aug 9 Final Exam
Conflict Resolution for the Helping Professions Chapter
Wrap Up

SELECTED BIBLIOGRAPHY

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