

Conflict and Mediation

Course Number: SMCL 617 L

Eastern Mennonite Seminary – Lancaster Campus

Fall Semester 2017 – 1 credit Hour

Location: EMU Lancaster

Times and dates: Saturday sessions, 9:00 am - 5:00 pm October 21; November 18, 2017

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I. Course Description:

This course provides the practical aspects of addressing conflict in the church, the community or in the workplace. The course identifies and defines just what mediation entails; explains the stages involved in the process; as well as clearly outlining the roles each party plays. This course creates an excellent starting point for those who would like to have a solid understanding of the conflict resolution process. This course can help reduce anxiety and answer questions that might arise over the issue of whether or not mediation is the right alternative for a particular situation.

II. EMS Mission:

Eastern Mennonite Seminary prepares men and women to serve and lead in a global context. In response to God's saving grace, we educate students to bear witness to the gospel of Jesus Christ in the power of God's Spirit as wise interpreters, mature practitioners, discerning communicators and transformational leaders.

III. Course Objectives:

In the course of this semester, students will demonstrate growth as:

Wise interpreters who are able to...

- effectively use information gathering and listening skills to identify the base issues;
- identify the most effective/beneficial method to address the conflict.

Be formed in personal ways...

- by demeanor, speech, and spirituality toward becoming a mature practitioner of conflict resolution skills.

Discerning communicators who have developed or increased their level in:

- Presenting/Establishing ground rules and maintaining order/control of the process
- in Active listening skills
- their ability to accurately Paraphrase/Summarize the information communicated/presented by the parties
- Presenting and maintaining a nonthreatening posture and persona
- Being cognizant of the need to demonstrate adherence to the rules of confidentiality.

A Transformational leader who...

- integrates and demonstrates the course skills in the public practice of peace making through conflict resolution.

IV. Required Texts & Resources:

Gilmore, Susan K. and Fraleigh, Patrick W. *Style Profile for Communication at Work*. Friendly Press, 1992. (39 pages)

Schrock-Shenk, Carolyn and Ressler, Lawrence. *Making Peace with Conflict*. Herald Press, 1999. (199 pages)

Wilmot, William and Hocker, Joyce. *Interpersonal Conflict*. McGraw-Hill Companies, 2011. (362 pages...)

V. Course Activities and Requirements

This course will be assessed on a Pass/Fail basis. All course requirements will be evaluated to determine each student's grade. **Criteria for assessment include:**

- Excellence in fulfilling all facets of an assignment;
 - Neatness and organization in written work;
 - poise and comfort in presentations
 - Completion on time.
1. Participation: Students are expected to actively participate in all class activities and exercises assigned as homework. (See also Attendance expectations below) Please Note: Auditing students will be expected to participate fully in class activity and exercises including participation in a small group in class.
 2. Reading: Read the assigned materials before the class session, taking whatever notes or underlining material that helps you recall and reflect the content. Be prepared to discuss and give critical and reflective response to the assigned readings.
 3. Skills: Develop skills for working with interpersonal, group and congregational conflict. Create good procedures for working with conflict in a group or congregation. Lead a group or congregation in addressing their conflict. Identify the somatic reactions and conflict style of others and invite them to healthy process.

4. Written: Complete a 1000-word Final Reflection paper

- Assessing the value of conflict resolution skills today the student's context
- Identifying key learnings the student gained by participating in this course.

VI. Academic Integrity:

The responsibility to foster and guard academic integrity rests with all members of the academic community. A foundation of mutual trust is essential to the learning community. Any incidents of academic dishonesty may result in a failing grade for the work submitted and a "Record of Academic Dishonesty" filed in the graduate dean's office. Students are asked to meet with the professor (and other affected persons, where appropriate) to examine the effects of the dishonesty on others and to develop an accountability plan.

VII. Special Accommodations Statement:

If a student needs course adaptations or accommodations because of a documented disability, or has emergency medical information to share, please contact the instructor personally as soon as possible to discuss any accommodations necessary to ensure full participation and facilitate equal educational opportunity. All information and documentation of the disability is confidential and will not be released without permission.

VIII. Title IX Notice: It is important for you to know that all faculty members are required to report known or alleged incidents of sexual violence (including sexual assault, domestic/relationship violence, stalking). That means that I cannot keep information about sexual violence confidential if you share that information with me. For example, if you inform me of an issue of sexual harassment, sexual assault, or discrimination I will keep the information as private as I can, but I am required to bring it to the attention of the institution's Title IX Coordinator. If you would like to talk to this office directly, Marcy Engle, Title IX Coordinator, can be reached at [540-432-4148](tel:540-432-4148) or marcy.engle@emu.edu. Additionally, you can also report incidents or complaints through our online portal at <http://emu.edu/safecampus/>.

**Appendix A: Style Profile for Communication at Work Instructions:
Complete the Personal style at work (pages 7 – 13)**