



Trinity International University
Online – Undergraduate

PSY 356:
Conflict Management (online)

Version 4.0

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Note Well: The course site will be available on the web at least *two weeks* before the course begins. However, please order your course materials at least *three weeks* before the course begins.

I. Trinity's Course Management System: Moodle

To access this course, please follow these steps:

1. Visit: <http://www.moodle.tiu.edu>
2. In the upper right corner, click on the "login" button.
3. Enter your GroupWise username and password to login.
4. On the right of the page, select "Online – Undergraduate".
5. Select this course from the list of courses.
6. Enter the enrolment key – which is a one-time password that you will receive via email about three weeks before the course begins.
7. Click on "Enrol me in this course."
8. Read the instructions on the main course page and proceed as indicated.

II. Course Description

This course surveys the dynamics of conflict from a variety of perspectives, emphasizing a Biblical understanding of interpersonal communication and conflict management. This course also addresses various theories of communication, verbal and nonverbal messages, and specific strategies to address conflicted situations, whether the conflict is interpersonal or organizational. *Three hours.*

III. Course Overview

John is a husband, a father of three, and a manager in a small retail store. He is also late for dinner for the fifth night in a row. Mary, John's wife, has not told him that she feels emotionally abandoned by his recent lateness for dinner, but she has decided to start without him tonight and eat with the children. When John arrived home, he made no attempt to explain the pressures he is experiencing at the store, because one manager was injured and unable to work. Mary made no attempt to explain her feelings of loneliness and distance from John. Instead, they fought about the kitchen not being clean, their financial struggles, and a host of other things. Neither spouse felt fulfilled or satisfied with the result of the fight.

The conflict of John and Mary is not unique. Conflict is everywhere – both inside us and around us. In churches, businesses, friendships, and families (and everyone in between), we simply cannot avoid the presence and pressures of conflict. The cues and causes may be simple or complex, but they are observable if we know how to look for them. How people deal with conflict reveals their understanding of the "theory and practice of conflict management" – whether they discuss their understanding in these terms or not. Additionally, the Bible contains truth for we can resolve conflict in a variety of real-world situations. As we will see, it is possible to learn the principles and practices of conflict management – and to do so in a way that honors God each step of the way.

IV. Course Materials

1. Required

- a. Sande, K. (2004). *The peacemaker: A biblical guide to resolving personal conflict* (3rd ed.). Grand Rapids, MI: Baker Books.
- b. Deutsch, M., Coleman, P. T., & Marcus, E. C. (Eds.) (2006). *The handbook of conflict resolution: Theory and practice* (2nd ed.). San Francisco, CA: Jossey-Bass/Wiley.
- c. Kestner, P. B., & Ray, L. (2002). *The conflict resolution training program: Participant's workbook*. San Francisco, CA: Jossey-Bass/Wiley.
- d. Zondervan NIV Study Bible (2002). Grand Rapids, MI: Zondervan. ISBN: 978-0310929550 or (another Bible with study notes).

V. Course Policies

1. APA Documentation

All written work (e.g. worksheets/essay questions, reflection papers, final projects, etc.) must conform to the APA parenthetical notation style. This includes:

- In-text citations – with author(s), date, and page number (if applicable)
Note Well: Even discussion board postings and PowerPoint presentations, for example, must use in-text citations when you cite another person's work or ideas.
- a "References" page (it is not called a "bibliography")
- one inch margins
- 12 point font
- double spaced

Failure to use and cite others' work or ideas properly will lead to charges of academic dishonesty. See below for more information.

2. Academic Integrity

As a member of the Trinity community, we ask you to hold yourself and others to the highest standards of academic integrity and honesty. Violations take many forms, which include, but are not limited to, the following:

- Plagiarism: using another's work or ideas without proper documentation, which requires citing the author or authors' name(s), date of publication, and page number (if applicable)
- Cheating: using notes, books, or crib sheets during closed-book quizzes or exams, or copying from another's student's work
- Submitting Previous Work: submitting your work that was previously turned in for credit
- Ghosting: writing a paper or taking a quiz (or any other evaluation) in place of another student
- Aiding and Abetting: helping others to commit acts of academic dishonesty, or failing to report those who have committed dishonest acts or plan to do so

Faculty members will investigate all violations of academic integrity, whether deliberate or non-deliberate. If a violation is confirmed, the student may receive an “F” for the assignment and the course. In such a case, the student may not drop the course. The faculty member will document the case of dishonesty, explaining the incident and the action taken. A copy will be placed in the student’s file. In serious cases of academic dishonesty, an academic dean or administrator may choose to meet with the student and faculty member to review the case. Multiple violations may lead to a student’s dismissal from the school.

3. Late Work

All assignments must be turned in on or before the date they are due. Any assignment turned in late will be deducted as follows:

- a. 10% off for up to one day late
- b. 20% off for up to two days late
- c. assignments more than two days late will receive a zero

An extension on the time needed to submit final course requirements will be granted only in unusual circumstances.

4. Attendance Policy

For online courses, students must participate actively in all class discussion forums. Failure to do so will result in a grade reduction of one-half to a full letter grade at the discretion of the instructor.

VI. Course Outcomes

At the end of this course, the students will be able to

1. Explain how values influence the way people perceive and manage conflict.
2. Compare various theories that explain the social psychological processes involved in interactions while understanding and managing conflicts at various levels, including interpersonal, familial, intergroup, organizational, and international.
3. Recall major psychological research findings on interpersonal communication processes, cooperation, competition, justice, trust development and repair, resolution of intractable conflict, and cultural variables in conflict processes and conflict resolution.
4. Differentiate and explain when to implement the processes of conciliation, consensus, collaboration, negotiation, mediation, fact-finding, arbitration, mediation-arbitration, and litigation.
5. Identify and know when it is appropriate to employ different conflict resolution methods of solving interpersonal problems.
6. Integrate Biblical principles for peacemaking with psychological research findings, theories, and practices of conflict management.
7. Assess when to implement Biblical practices of self-examination, recognition of one’s sin, confession, mercy, grace, love, humility, forgiveness, reconciliation, respect for authorities, restoration, and care for others in conflict resolution.
8. Generate a Biblically-informed and psychologically-sound plan for resolving a past or current personal conflict by employing tools described in the course readings.

VII. Course Schedule and Course Requirements

See course site on Moodle.

VIII. Grading Scale

Your final course grade will be based on the total number of points that you earn throughout the course:

Percentage	Grade
92-100	A
90-91	A-
88-89	B+
82-87	B
80-81	B-
78-79	C+
72-77	C
70-71	C-
68-69	D+
62-67	D
60-61	D-
0-59	F