



Course Syllabus

PSY334NT | Conflict Management

Course Credits: 3

Duration: 8 weeks

Course Description:

In this course, students will learn how to deal with conflict situations, set clear expectations, and manage themselves and others in these difficult situations. Resolving conflict in a positive manner is a skill that can be developed and practiced. Students will learn to examine and employ strategic verbal and nonverbal communication skills and to assemble a conflict management plan likely to yield positive results.

Course Learning Outcomes

By the completion of this course, students will be able to:

1. Define common concepts and topics associated with conflict management.
2. Use active listening skills when dealing with conflict.
3. Choose appropriate communication tactics when dealing with conflict.
4. Create a usable plan for managing conflict biblically.

Biblical Worldview Integration Plan:

Students will observe and document different kinds of conflict and apply a biblical worldview to conflict resolution.

Required Media (to purchase):

Sande, Ken. (2004). *The Peacemaker: A Biblical Guide to Resolving Personal Conflict*, 3rd ed. Baker Books. ISBN-13: 9780801064852. Paper. (an online version of this textbook is available at <https://go.openathens.net/redirector/corban.edu?url=https://ebookcentral.proquest.com/lib/corban-ebooks/detail.action?docID=3117060>)

Westmaas, Laura. (2022). *Conflict Management*. Digital. (Available for purchase at <https://ecampusontario.pressbooks.pub/conflictmanagement/>)

THE205NT – Introduction to Theology - Course Syllabus

Grading Grid:

Assignments/Assessments	Total Points
Discussions (8) – 25 pts each	200
Reflections (5) – 4 @ 25 pts each; 1 @ 50 pts each	150
Essays (7) – 1 @ 50 pts each; 6 @ 100 pts each	650
Total Points:	1000

Course Schedule:

Week 1

Media:

1. Westmaas, Chapter 1
2. PowerPoint Slides: *Conflict Management*, Chapter 1, Introduction to Conflict (optional)
3. Sande, Chapter 1
4. Clarke, Susan and CrisMarie Campbell, “Conflict – Use It, Don’t Defuse It” Video

Assignments:

1. Essay – See Instructions in the course
2. Wk1 Discussion – See Instructions in the course

Week 2

Media:

1. Westmaas, Chapter 2
2. PowerPoint Slides: *Conflict Management*, Chapter 2, Conflict Resolution, Negotiations, and Labour Relations (Optional)
3. Sande, Chapter 2
4. Kilman, Thomas, “Conflict Mode Instrument” Video
5. Burchard, Brendon, “5 Conflict Resolution Techniques” Video

Assignments:

1. Essay – See Instructions in the course
2. Reflection – See Instructions in the course
3. Wk2 Discussion – See Instructions in the course

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Week 3

Media:

1. Westmaas, Chapter 4, Sections 4.1-4.3, 4.5
2. PowerPoint Slides: *Conflict Management*, Chapter 4, Power and Politics (Optional)
3. Sande, Chapters 3-4
4. Liu, Eric, “How to Understand Power” Video

Assignments:

1. Essay – See Instructions in the course
2. Reflection – See Instructions in the course
3. Wk3 Discussion – See Instructions in the course

Week 4

Media:

1. Westmaas, Chapter 6
2. PowerPoint Slides: *Conflict Management*, Chapter 6, Values, Perceptions, and Attributions (Optional)
3. Sande, Chapters 5-6
4. “Cognitive Biases – The Self-Serving Bias” Video
5. “Do You Do More Housework Than Your Roommate?” Video

Assignments:

1. Essay – See Instructions in the course
2. Reflection – See Instructions in the course
3. Wk4 Discussion – See Instructions in the course

Week 5

Media:

1. Westmaas, Chapter 7
2. PowerPoint Slides: *Conflict Management*, Chapter 7, Emotions (Optional)
3. Rocklein, Stacy, “How to Stop Stress from Causing Conflict in Your Relationship” Video
4. Hacker, Ramona, “6 Steps to Improve Your Emotional Intelligence” Video

Assignments:

1. Essay – See Instructions in the course
2. Reflection – See Instructions in the course
3. Wk5 Discussion – See Instructions in the course

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Week 6

Media:

1. Westmaas, Chapter 8
2. PowerPoint Slides: *Conflict Management*, Chapter 8, Motivation (Optional)
3. Sande, Chapter 7
4. “Improving Communication Climates” Video

Assignments:

1. Essay – See Instructions in the course
2. Wk6 Discussion – See Instructions in the course

Week 7

Media:

1. Westmaas, Chapter 9, Sections 9.1, 9.2, and 9.4
2. Westmaas, Chapter 10, Sections 10.1-3, 10.5
3. PowerPoint Slides: *Conflict Management*, Chapter 9, Personality and Conflict Styles (Optional)
4. PowerPoint Slides: *Conflict Management*, Chapter 10, Communication in Conflict (Optional)
5. Hyde, Julie Marie, “Conflict Analysis Tools: Onions, Icebergs, Escalators, and ABCs” Video

Assignments:

1. Reflection – See Instructions in the course
2. Wk7 Discussion – See Instructions in the course

Week 8

Media:

1. Sande, Chapters 9-12, Conclusion

Assignments:

1. Final Paper – See Instructions in the course
2. Wk8 Discussion – See Instructions in the course

Academic Honesty Policy:

Corban University is committed to high academic standards and expects students to achieve these standards in a manner marked by integrity and honesty. Academic honesty is the hallmark of true personal integrity. Students’ academic work is evaluated on the assumption that the work presented is their own. Faculty and students are expected to identify departures from academic honesty.

Principles of Academic Honesty:

1. Academic honesty at Corban University is based on the biblical principle of truthfulness. Truthfulness is inherent in the character of God. As beings created in the image of God, we have that example to follow.
2. Students' work must represent their own ideas, concepts, and current understanding.
3. Students must document appropriately any ideas or concepts borrowed from other sources, including research, papers, or projects that the student has simultaneously or previously submitted as coursework for other classes.
4. We measure learning progress by course assignments and examinations, and thus, we cannot recognize standards of academic achievement when cheating occurs.
5. Cheating, plagiarism, or any form of dishonesty is unacceptable.
6. Cheating in any form devalues the credentials of the university and is detrimental to all students.
7. The reputation of students, faculty, and the institution is damaged if the Corban University administration does not apply appropriate discipline.

Examples of Academic Dishonesty:

1. Cheating: intentional use or attempted use of deception, fraud, or misrepresentation in one's work.
2. Fabrication: falsification or invention of any information or citation in any academic exercise.
3. Facilitating dishonesty: helping or attempting to help another commit an act of academic dishonesty, including substituting for others in examinations or allowing one's own papers, reports or any other academic work to be claimed by another.
4. Plagiarism: representing without giving credit the words, data, or ideas of another as one's own work in any academic exercise. This includes submitting, in whole or part, prewritten term papers, or the research of another, including materials sold or distributed by commercial vendors.
5. Cheating on examinations by the use of crib notes, unauthorized retrieval of information previously stored in a computer, copying from another paper either before or during the exam, or by any other means.
6. Theft of examination papers or other students' work.
7. Writing an exam for another student.
8. Unauthorized collaboration on the preparation of coursework.
9. Submission of identical or substantially similar papers and/or course projects in more than one class without the prior approval of faculty member(s) involved.

The Americans with Disabilities Act of 1990: Any student who feels he or she may need special provisions for any type of disability should contact the Student Support Office to schedule an appointment or phone call with Janet Syverson (jsyverson@corban.edu), Associate Director of Student Support. Janet will help you make any necessary accommodations for academic support.