**Conflict Management SHS 222 Syllabus**

(Seattle Central Community College Spring Quarter 2013)

**Course Title and Number:** Conflict Management SHS 222

**Credits:** 3

**Meeting Times**: Fridays, 8 AM-10:50 AM (no class 5/27/13)

**Room:** BE3219

**Instructor:** Kathleen Macferran

**Office Location:** BE3212A

**Office Hours:** Mondays 7:30 AM-8:00 AM; 11:00 AM-12 PM

**Message Phone:** 206-780-1021 (24/7)

**Email:** [Kathleen.Macferran@seattlecolleges.edu](mailto:Kathleen.Macferran@seattlecolleges.edu)

**Communication with Kathleen:** Any concern and/or question is welcomed and invited as soon as it becomes evident.

**Course description:** Introduction to understanding and responding effectively to conflict situations. Assess real life conflict cases and design corresponding intervention strategies through video and case studies. Complete a conflict style inventory and practice conflict communication skills.

**Prerequisites**: Eligible for ENGL& 101 and MATH 084.

**Purpose:** To explore in community the nature of conflict, one’s personal responses to conflict, skills that will support the peaceful resolution of conflict in ways that bring vitality to all those involved, and the creation of restorative systems.

**About the class and method of instruction:** The focus of this class will be on the integration of concrete skills that enable class participants to personally engage with conflict effectively at home, work and in community. The methods used to introduce and develop skills will be interactive and experiential. The class will be dynamic in nature allowing for the co-creation of agenda, how time is used, assignments and evaluation. Participating in class and engaging with homework is key to student success.

**Methods of Evaluation:**

1. Self-assessment (personal intentions/goals/measurements),
2. Class Participation and Peer feedback of experience of living principles and skills that are presented in this class (class participant will share experiences of the impact of one’s words/actions on others in the community, engagement with and awareness of those dynamics)
3. Instructor assessment (integration of consciousness and skills-via writing, speaking, listening and actions).

**Grading:**

Class Participation- 65%

Homework- 25%

Assessment- 10%

**Course Textbook:** *Connecting Across Differences Finding Common Ground With Anyone, Anywhere, Anytime*, Jane Conner, PhD and Dian Killian, PhD, 2nd edition, 2012, PuddleDancer Press. Available in SCCC bookstore or on-line at <http://www.nonviolentcommunication.com/store/index.php>.

**Course Overview:**

**Week 1: April 1, 2013**

Nature of conflict, personal response style and overview of conflict resolution framework

Reading Homework\*- Chapter 1-2

Written Homework\*- Individual Goals for Class- on 3 levels: personal, interpersonal and systemic (collaboration with others in class. Is encouraged).

Other learning opportunities\*\*: Monday practice group

**Week 2: April 8, 2013**

Nonviolent Communication Overview- tools for Conflict Transformation

Reading Homework- Chapter 3

Written Homework- Individual Goal Tracking Report

Other learning opportunities: Monday practice group

**Week 3: April 15, 2013**

Restorative Systems and Restorative Circles Exploration

Reading Homework- Chapter 4-5

Written Homework- Individual Goal Tracking Report

Other learning opportunities: Monday practice group

**Week 4: April 22, 2013**

Foundational Skills for Conflict Resolution: Self-Connection/Empathy/Honesty

Reading Homework- Chapter 6

Written Homework- Individual Goal Tracking Report

Other learning opportunities:

* Monday practice group
* “Nonviolent Communication Basics” with Karl Steyaert: 1-day Learning Event, 10am-5pm, Saturday, April 27th, Info & Registration here: <http://bit.ly/XuvN8p> or email: [info@findflow.org](mailto:info@findflow.org)

**Week 5: April 29, 2013**

Transforming Anger into Connection

Reading Homework- Chapter 7-8

Written Homework- Individual Goal Tracking Report

Other learning opportunities: Monday practice group

**Week 6: May 6, 2013**

Mediation Continuum and Practice

Reading Homework- Mediation/ CR packet

Written Homework- Individual Goal Tracking Report

Other learning opportunities: Monday practice group

**Week 7: May 13, 2013**

Conflict Transformation in Groups

Reading Homework- Chapter 9

Written Homework- Individual Goal Tracking Report

Other learning opportunities: Monday practice group

**Week 8: May 20, 2013**

Review: Articulating Key Concepts and Key Differentiations

Reading Homework- Chapter 10

Written Homework- Individual Goal Tracking Report

Other learning opportunities: Monday practice group

**Week 9: June 3, 2013**

Integration Exploration, Assessment of Skills

Written Homework- Individual Goal Tracking Report

Other learning opportunities: Monday practice group

**Week 10: June 10, 2013**

Power of Gratitude; Final Feedback/Evaluation; Course Feedback

\*Homework is due at start of following class listed in syllabus in order to provide clarity of agreements and ease in understanding class concepts. Please talk to Kathleen is you have needs preventing you from agreeing to this schedule.

\*\*Other Learning Opportunities:

1. weekly practice group from noon-1:45 PM Mondays, facilitated by Phil Schulman (Trainer Candidate with the Center for Nonviolent Communication. His email is [khesed@gmail.com](mailto:khesed@gmail.com) and phone is 210-365-7169). This is an opportunity to practice skills presented in class, ask questions and check understanding, and to work with individual goals (support, ideas, peer mentoring, collaboration)
2. “Nonviolent Communication Basics”: 1-day Learning Event with Karl Steyaert, 10am-5pm, Saturday, April 27th, Info & Registration here: <http://bit.ly/XuvN8p> or email: [info@findflow.org](mailto:info@findflow.org). Karl is very open to all SCCC students participating. He operates on the gift economy so invites people to contribute to him and wants all who are interested to participate regardless of whether or not they have financial resources to contribute.
3. Go to [www.nwcompass.org](http://www.nwcompass.org) and see what other classes in NVC are offered in the area. Many of these request a fee to participate. All fees in my understanding are negotiable. I encourage you to call ahead of time and let them know you are a SCCC student with Kathleen to see what the group facilitators are willing to negotiate with you.
4. Explore on-line empathy measurements and research at <http://cultureofempathy.com/References/Test.htm>

**Americans with Disabilities Act Statement:** Students with documented disabilities who need course accommodations, have emergency medial information, or need special arrangements for building evacuations should contact the instructor within the first two weeks of class. You must meet with the Disability Support Services Office before accommodations are arranged.