

Course: SS-249 E & EN Conflict Resolution  
Credit: 3 Semester Hours  
Semester: Fall 2020  
Date: Wednesday Evening, 10/19 – 12/11/2020  
Time: 6:00 p.m. – 9:00 p.m.  
Instructor: Dr. Victor “Skip” Hessel, Jr., D.M., M.B.A.  
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My office is located in East Ed. 230

## I. COURSE OVERVIEW

A biblical management approach dealing with personal, interpersonal, group, and intergroup conflict. Management skills will be considered that best lead to biblical change and reconciliation. Biblical principles and elements of peacemaking will be considered to best prepare the student in conflict management.

*This is a blended class, meaning that both campus and online students take this class together. Campus students attend the classes in person, online students attend the classes via the online classroom. All interaction and assignments for campus and online students are done in the online classroom.*

\* The instructor reserves the right to make changes to this syllabus at any time during the course, but any changes made will only be done after clearly communicating the need for the change and the specific change to be made via in-class announcement and Canvas announcement.

## II. OBJECTIVES

A. General competences to be achieved. You will:

1. Compare the various conflict management systems (PLO 2, 3, 4)
2. Identify the dynamics of personality/temperament related to conflict management. (PLO 1, 2, 3)
3. Distinguish the biblical criteria in developing a proper conflict management style. (PLO 1, 4)

4. Examine the biblical principles of peacemaking and their applications of proper communication styles in a given conflict setting to bring about biblical resolution. (PLO 1, 2, 3, 4)

B. Specific competencies to be achieved. You will:

1. Acquaint the student with negotiation problem solving, and collaborative approaches leading to a biblical resolve. (PLO 1, 3, 4)
2. Determine church discipline procedures in the context of the local church. (PLO 3, 4)
3. Illustrate the emotional dynamics and impact conflict has on an individual and or group. (PLO 1, 2, 3, 4)

III. COURSE RESOURCES

A. **BIBLE** - The Bible is a required textbook in every course at Calvary University. To facilitate academic level study, students are required to use for assignments and research an English translation or version of the Bible based on formal equivalence (meaning that the translation is generally word-for-word from the original languages), including any of the following: New American Standard (NASB, English Standard Version (ESV), New King James (NKJV), or King James (KJV). Other translations and versions based on dynamic equivalence (paraphrases, and thought-for-thought translations like NLT and NIV) may be used as supplemental sources. Please ask the professor if you have questions about a particular translation or version.

B. **Textbooks**

Priolo, Lou. *Resolving Conflict: How to Make, Disturb, and Keep Peace*. R & R Publishing, 2016. ISBN: 9781596389090 (\$15.99) Available on Kindle (\$9.99)

Sande, Ken. *The Peacemaker*. Grand Rapids: Baker Books, 1997. ISBN: 9780801064852 (\$17.99) Audible.com has audio version.

C. **Class Notes. Required.** Will be found on the Canvas Learning Management System.

IV. COURSE ASSIGNMENTS

A. **Weekly Textbook Assignments and Group Assignments (GSLOs 1-4; SLOs 1-4)** – the instructor will give weekly assignments at the beginning of class from the assigned text. These will also be found in the Canvas assignments where required work should be uploaded by all students. Students must submit their answers according to the instructions found on

the Canvas Learning Management System. Students must complete assignments by the due date. **Due weekly.**

**B. Reading & Reading Reflections (RR) (GSLOs 1-4; SLOs 1-4)**

The instructor will post approximately one discussion question per week based on reading assignment subjects (*Look for the first one to be posted before the first day of class*). Students are expected to respond to the instructor’s post and to the response of at least one classmate. Students may also engage in discussion about course content questions, but student initiated discussions are ungraded.

**C. Exams/Quizzes (GSLOs 1-4; SLOs 1-4)**

The instructor reserves the right to have a quiz on the assigned and cumulative reading at the beginning of each class period. (This will be done at the instructor’s discretion.)

Students will complete a final exam in the Canvas learning management system environment. The due date for the final exam will be discussed in class. The exam is comprehensive covering all the in-class material presented by the professor.

**V. COURSE GRADE**

|    |                                |             |
|----|--------------------------------|-------------|
| 1. | Journal Assignments            | 10%         |
| 2. | Reading Reflections            | 30%         |
| 3. | Group discussion/Participation | 20%         |
| 4. | Quizzes                        | 5%          |
| 5. | Final Exam                     | <u>35%</u>  |
|    | Total                          | <u>100%</u> |

Grades will be issued according to *Calvary Catalog*.

**VI. TENTATIVE CLASS SCHEDULE OF ASSIGNMENT**

|       | <b>Class Topic Description</b>                                | <b>Assignments</b>  | <b>Due</b>   |
|-------|---|---|--|
| Wk #1 | Course Introduction – Students should have obtained textbooks | Look over texts and read editor’s notes, preface, and introduction. | Assignment due dates vary. See Canvas for details! |

|       |   |                                  |      |
|-------|---|----------------------------------|------|
|       | Defining Conflict   | Read Sande, Ch. 1 & Priolo Ch 1  |      |
|       | Live at Peace   | Read Sande, Ch. 2                |      |
| Wk #2 | Trusting God, (& notes from Palmer)                             | Read Sande, Chap. 3              |      |
|       | Types of Conflict   | See Canvas for add'l assignments | 1/28 |
| Wk #3 | Identifying Conflict Stages                                     |                                  |      |
|       | Conflict Management Styles                                      |                                  |      |
|       | Priorities & Conflict starts in the Heart                       |                                  |      |
| Wk #4 | Confession  |                                  |      |
|       | Constructive Management Styles & Constructive Management Styles |                                  |      |
|       | Church Conflicts  |                                  |      |
| Wk #5 | More on Church Conflicts  |                                  |      |
|       | Even more on Church Conflicts                                   |                                  |      |

|          |       |  |  |  |
|----------|-------|--|--|--|
|          |       | Exam Review  |  |  |
|          |       | Gently Restoring --<br>"Speak the Truth in<br>Love"        |  |  |
| Wk<br>#6 | 12/2  | Communication<br>Problems                                  |  |  |
|          | 12/2  | Emotions and Conflict<br>& Take One or Two<br>others along |  |  |
| Wk<br>#7 | 12/9  | Forgive - Reconcile  |  |  |
|          | 12/9  | Look to the interests of<br>others - Reconcile             |  |  |
|          | 12/9  | Overcome Evil  |  |  |
| Wk<br>#8 | 12/16 | Intervention Process                                       |  |  |
|          | 12/16 | Prepare for Online Final<br>Exam due by 12/11              |  |  |

**Course Policies:**

See grading scale in the university catalog.

Late assignments will receive a 10% reduction in grade. Assignments more than one week late will receive a 25% reduction in grade. Assignments more than two weeks late will receive a 50% reduction in grade. Assignments will not be accepted after the completion of the course.

Students with disabilities have the responsibility of informing the DSS Coordinator ([dss@calvary.edu](mailto:dss@calvary.edu)) of any disabling condition that may require support.

Plagiarism is defined as copying any part of a book or paper without identifying the author. This also includes taking another person's ideas and presenting them as your own. **The instructor uses Turnitin.com software to detect plagiarism.**

All class papers must follow the 6<sup>th</sup> Edition of the A.P.A. style guide. The instructor will cover requirements the first night of class, but students are encouraged to find helps online for this popular style used in business and in counseling.

The Clark Academic Center ([learning@calvary.edu](mailto:learning@calvary.edu)) is dedicated to providing free academic assistance for Calvary University students. Student tutors aid with all facets of the writing process, tutor in various subject areas, prepare students for exams and facilitate tests. Please take advantage of this service.

## **Bibliography**

(Some of these texts are referenced during the course.)

- Augsburger, David. *Caring Enough to Confront*. Ventura, CA: Regal Books, 1985.
- Briner, Bob, & Psritchard, Ray. *Leadership Lessons of Jesus*. New York: Gramercy Books, 1998.
- Crocker, H.W. III. *Robert E. Lee on Leadership*. Rocklin, CA: Prima Pub., 1999.
- Dana, Daniel. *Conflict Resolution*. New York: McGraw-Hill, 2001.
- DeBono, Edward. *Six Thinking Hats*. Boston, New York, London: Little, Brown, & Co., 1999.
- Gangel, Kenn. *Coaching Ministry Teams*. Nashville: Word Publishing, 2000.
- Lynch, Chuck. *You Can Work It Out*. Nashville: Word Publisher, 1999.
- Phillips, Donald T. *Lincoln On Leadership*. New York: A Time Warner Books, 1992.
- \_\_\_\_\_. *The Founding Fathers On Leadership*. New York: Warner Books, 1997.
- Wheeler, Tom. *Leadership Lessons from the Civil War*. New York: Doubleday, 1999.
- Wright, Walter C. Jr. *Relational Leadership*. Carlisle, Cumbria, CA: Paternoster Pub., 2000.
- Yperen, Jim Van. *Making Peace, A Guide to Overcoming Church Conflict*. Chicago: Moody Press, 2002.