COURSE SYLLABUS

HDDR 6336 Conflict Coaching
Southern Methodist University
Annette Caldwell Simmons School of Education and Human Development
Dispute Resolution and Conflict Management
5228 Tennyson Parkway Suite 118
Plano, TX 75024
972-473-3425

May Term

Instructor Information
Instructor: Patricia "Pattie" Porter, LCSW
Email: pmporter@conflictconnections.com
Website: www.conflictconnections.com and www.texasconflictcoach.com
Phone: 210-880-4440

Class Times:

Friday, April 26th - 4-9 pm
Saturday, April 27th - 8:30-5:30
Sunday, April 28th - 8:30-5:30

Friday, May 10th: - 4-9 pm
Saturday, May 11th - 8:30-5:30
Sunday, May12th - 8:30-5:30

Credit: 3 hours

Course Description

HDDR 6336 Conflict Management Coaching

Conflict management coaching is a course focused on a teaching a structured model for coaching individuals to effectively prevent or manage specific disputes, and to enhance the coachee's conflict management skills. This process has wide application, in the organizational context and for coaching individuals to participate in mediation, negotiation and relational conflict. This course is based on the CINERGY® Conflict Management Coaching model. This highly experiential course requires individuals to come prepared with their own personal conflict situations in order to coach and be coached. Students who successfully complete this course will receive a basic level CINERGY® Certificate. Those who wish to be accredited as a CINERGY®

Conflict Management Coach can do so within 6 months by completing a competency assessment process.

http://www.smu.edu/Simmons/AreasOfStudy/DRC/DR/MasterDispute/CourseSeminarSchedule/CourseDescriptions#6349

Required Reading

Noble, Cinnie (2011). *Conflict Management Coaching: The CINERGY Model.*

Course manual will contain additional reading materials.

Objectives and Measurements:

1. Students will understand and demonstrate a conflict coaching model.
   This objective will be measured through evaluation of an in-class real plays, communication exercises, and an audio recording of students coaching a client.
2. Students can integrate and synthesize theories and skills learned during the course.
   This objective will be measured through evaluation of teachback and demonstration exercises.
3. Students will gain insight into their own conflict triggers.
   This objective will be evaluated based upon completion of a personal insight journal.

Teaching Methods

This class is designed to introduce a structured process model for coaching individuals in experiencing a conflict or engaged in a dispute. We will do active learning through discussion, fish bowl role plays, self-assessment and reflection activities, teachback presentations, skills demonstrations, and real plays. It is very important that you complete assigned readings by the due date. Class activities will be based on the readings.

General Class Information

Because the class is an intensive practice course, and students will have assignments almost every class, students are **strongly encouraged to read the first four chapters of <u>Conflict Management Coaching: The CINERGY Model</u> prior to the start of the first class**. Chapters 5-9 will be the focus of the second weekend. There is also a working **Manual** which will be used during the course. No reading from the manual is due the first day of class, but there will be a reading assignment on the first night after class in preparation for Days 2 & 3 practice exercise. The manual is required and will serve as a resource throughout the class.

The course utilizes a strategy called real plays where students will coach and be coached on real conflicts they are experiencing or have experienced. Students will be required to think about a personal conflict in their life or work, and be prepared to be coached. This conflict can either be a difficult conversation they need to prepare for or a conflict they are currently at an impasse. It can also be a conflict situation that has passed but still bothers them.

Those who successfully complete all class requirements including class attendance will receive a CINERGY Certificate of Completion which allows the student to offer conflict management coaching to clients. Students have the option to earn their advanced certification as a CINERGY Conflict Coach through an assessment process for an additional fee. This requires coaching 5-8 clients to build competency in the CINERGY model followed by a 2-hour coaching session with a qualified assessor. Further details will be provided in class.

<u>Statement on Class Decorum:</u>

Please turn off (or set on vibrate) all cell phones or pagers. Please do not read outside reading material during class, nor use lap tops for non-class related activities during class. Walking into class late is disruptive, as is leaving early, so please avoid this whenever possible. If you have to leave early, make arrangements before class begins. Attendance in mandatory - roll will be taken. Professional respect and courtesy for your fellow students is expected at all times.

CLASS SCHEDULE AND ASSIGNMENTS

Date	Topics	Readings
Friday, April 26th , 2013	• Introduction to Course • Review of Grading and Syllabus • Introductions of Students • Coaching Overview & Operating Principles • Conflict Management Coaching • Understanding Conflict & Your Behaviors • Conflict Coaching Model Overview	**<u>Pre-work assignment</u>** Noble (Chapters 1-4) prior to first class **<u>Saturday class preparation</u>** Manual (pages TBD) Complete Preparing Foundation for Coaching questionnaire
Saturday, April 27th, 2013	• Deconstruction of a conflict • Client Intake and assessment • Demonstration of conflict coaching model • Practice stages of model • Powerful and strategic questions • Review assignment for personal insight journal ○ (Due Friday, May 12th)	In class manual **<u>Sunday class preparation</u>** Manual (pages TBD)

Sunday, April 28th , 2013	• Conflict Coaching Skills
	  ○ Listening not advising
	  ○ Sustaining rapport
	  ○ Making observations
	  ○ Giving client feedback
	  ○ Dissonance
	• Practice stages of model
	• Review assignment for presentation and demonstration of skill set
	  ○ (Due weekend of May 10-12th)
		In class manual
		
		<u>2nd Weekend Assignment</u>
		Read Noble (Chapters 5-9) and ready for class on Friday, May 10th

Friday, May 10th, 2013	• Model Standards of Ethical Conduct for Conflict Coaches • Traits of Effective Conflict Coaches • Presentation and skill set demonstration • Fishbowl exercise	In class manual
Saturday, May 11th, 2013	• Practice stages of model • Presentation and skill set demonstration • Resistance exercise • Review final assignment of audio recordings of a coaching session	Audio recordings due before grades are turned in (Dates TBD)
Sunday, May 12th, 2013	• Presentation and skill set demonstration • Practice stages of model • Certification and assessment process (optional) • Marketing and starting your coaching practice • Course evaluations and Certificates	Personal Insight Journal due at beginning of class

Student Evaluation and Grading Policy

- **20% of your grade** will be based upon your participation in our discussions and exercises.

This is an intensive and experiential course with only 6 days of classes. There will be a number of in-class practice exercises, so attendance at every class is essential. Class participation is an important part of your grade. Students may not miss more than a total of four hours of class - and may have to do make-up work if they miss an in class quiz or exercise. Any hours in excess of four hours, must be approved by the instructor.

The student regularly takes an active role in activities such as real-plays, contributing to class discussions, class presentations and additional assignments as required. The student notifies the instructor within the first two weeks of the term if issues hinder participation (e.g., need for ADA accommodation, extreme shyness, cultural

considerations, etc.) – such issues will not negatively affect the participation grade. Students must notify instructor prior to any absence and the reason for that absence as soon as possible. The instructor will determine whether or not the absence is excused or unexcused. Make up work will be expected for all absences.

- **10% of your grade** will be the completion of a personal insight journal (Instructions will be distributed during class)
- **35% of your grade** will be based upon your preparation and a presentation delivery of a topic to include an effective demonstration of a skill set. (Instructions will be distributed in class)
- **35% of your grade** will be based upon the preparation and submission of an audio recording of you coaching a coachee. (Instructions will be distributed in class)

STUDENT EVALUATION AND GRADING SCALE

93-100 = A Exceptional	A superior / outstanding performance. Has mastered the concepts and adds unique contributes to class discussions.
90-92 = A- Excellent	A very good / admirable performance. Displays understanding in all areas of the class, and contributes successfully to class discussions.
87-89 = B+ Outstanding	Above average performance. A few insignificant flaws may appear, but overall has great application of the field.
83-86 = B Good	A generally satisfactory, intellectually adequate performance. Few significant flaws in performance.
80-82 = B- Adequate	A barely satisfactory performance. Contributes little to class discussions and lacks a clear understanding of concepts.
77-79 = C+ Not sufficient	An unacceptable performance. Unable to engage in class discussions and has little comprehension of theories.

COURSE POLICIES

Honor Code
Students are reminded of the SMU Honor Code as referenced in the *Student Hand Book*. Intellectual integrity and academic honesty are both the foundations and the goals for this program. Please reference and review the university policies on the responsibilities, policies, and penalties regarding academic honesty found at:
http://www.smu.edu/studentlife/PCL_05_HC.asp

Notification of Absence Due to Religious Holy Day(s)
Students who will be absent from class for the observance of a religious holiday must notify the instructor in advance. Please refer to the Student Obligations section of the university catalog for more explanations. You are required to complete any assignments or take any examinations missed as a result of the absence within the time frame specified by your instructor.

Disabilities Accommodations
Students needing academic accommodations for disability must contact Ms. Rebecca Marin, Coordinator of Services for Students with Disabilities (214-768-4557) to verify the disability and establish eligibility for accommodations. They should then schedule an appointment with the professor to make appropriate arrangements.

Add/Drop Policy
If you are unable to complete this course, you must officially withdraw by the university deadline; the last day to Add/Drop regular courses without a grade record or Billing. Withdrawing is a formal procedure which you must initiate; your instructor cannot do it for you.

Grade of Incomplete
A student may receive a grade of I (Incomplete) if at least 50 percent of the course requirements have been completed with passing grades, but for some justifiable reason,

acceptable to the instructor, the student has been unable to complete the full requirements of the course. At the time a grade of I is given, the instructor must stipulate in writing to the student and to the University registrar the requirements and completion date that are to be met and the grade that will be given if the requirements are not met by the completion date. The maximum period of time allowed to clear the Incomplete grade normally is 12 months. If the Incomplete grade is not cleared by the date set by the instructor or by the end of the 12-month Policies and Procedures 25 deadline, the grade of I will be changed to the grade provided by the instructor at the time the Incomplete grade was assigned or to a grade of F if no alternate grade was provided. The grade of I is not given in lieu of a grade of F or W, or other grade, each of which is prescribed for other specific circumstances.

If the student's work is incomplete, poor quality and not acceptable, a grade of F will be given. The grade of I does not authorize a student to attend the course during a later term. Graduation candidates must clear all Incomplete grades prior to the deadline in the Official University Calendar, which may allow less time than 12 months. Failure to do so can result in removal from the degree candidacy list and/or conversion of the grade of I to the grade indicated by the instructor at the time the grade of I was given.

For graduate students, a maximum of two (six hours) concurrently held grades of Incomplete in courses other than thesis is allowed. If this maximum is reached, the student will be allowed to take only one three-hour course per term until the Incomplete total is reduced. Students who accumulate a total of three grades of Incomplete in courses other than thesis will be put on probation and not allowed to enroll further until the total is reduced.

SMU EMERGENCY PREPAREDNESS

As part of the federal government response to the H1N1 (Swine Flu) virus, the Department of Health and Human Services issued a nationwide public health emergency preparedness declaration on April 26, 2009. The declaration was renewed on July 23, 2009 and is currently in force. For the semester ahead, there is concern that the level and intensity of flu cases could increase substantially.

1) For updates on the campus-wide status of flu conditions at SMU, please visit http://www.smu.edu.

2) If flu conditions require cancellation of a class session or other changes for this course, an email will be sent to all class members.

3) In the event of a major campus emergency at SMU, course requirements, deadlines, and grading percentages are subject to changes that may be necessitated by a revised semester calendar or other circumstances.