HDDR 6367 Engaging in Conflict

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
972-473-3435

May Term

April 8, 2013 – June 14, 2013

Class Time: Mondays, 6:00-10:15

Instructor Information

John Potter, OD, MA
Email: jwpotter@smu.edu
Mobile: 415-298-5322
Office Hours: By appointment only
Credit: 3 hours

Course Description

HDDR 6367 Engaging in Conflict (3 credit hours)

It can be challenging to engage in conflict. This course prepares students to identify constructive and destructive conflict, how to skillfully engage and/or disengage in conflict, and how to use specific methods to work toward conflict transformation. If you find the engaging in conflict to be intriguing and rewarding, this course will offer you techniques to improve your abilities. If you find engaging in conflict frightening, this course will give you insight and strength to challenge yourself and to stay with conflict. Numerous case examples will be used to highlight and expand on the readings.

http://smu.edu/education/disputeresolution/coursedescriptions.asp

Perquisites

Students must have completed **HDDR 6319 Psychology of Conflict** (3 credit hours)

Course Objectives

Identifying The Learning Objectives	How To Achieve The Learning Objectives

Secure an understanding of the basic concepts of constructive and destructive conflict.	1. Read the Required Readings from Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers and Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing. 2. Read the Supplemental Readings from Lederach John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003; Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006.; and, Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009 3. Participate actively in the Case Conferences.
Develop specific skills and techniques for engaging and/or disengaging in conflict.	1. Read the Required Readings from Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers and Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing. 2. Read the Supplemental Readings from Lederach John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003; Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006.; and, Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009. 3. Participate actively in the Case Conferences.
Demonstrate your skills in engaging conflict through Case Conferences and Essays.	1. Read the Required Readings from Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers and Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing. 2. Read the Supplemental Readings from Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New

	York: Good Books, 2003; Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006.; and, Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009. 3. Participate actively in the Case Conferences. 4. Prepare and Submit Three Essays

Required Reading

Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers.

Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing.

Supplemental Reading

Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003.

Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006.

Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009

Class Schedule

Date	Topics
Monday, April 8, 2013	1. Introduction to Constructive and Destructive Conflict; Grading; Essays 2. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers., Introduction and Part I. 3. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing, “Defensiveness: The Only Self-Protection We Know.” 4. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003, “Conflict Transformation?” 5. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate.

	1st ed. New York: Penguin Books, 2006, "Emotions Are Powerful, Always Present, and Hard to Handle." 6. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "A New Direction for the Conflict Field." 7. Case Conference
Monday, April 15, 2013	1. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers, "Stand With Self-Awareness." 2. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing, "Surrender," "Withdrawal," Counterattack," and "Common Misuses of Our Basic Communication Tools." 3. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003, "The Lenses of Conflict Transformation." 4. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006, "Address the Concern, Not the Emotion." 5. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "Conflict and Engagement." 6. Case Conference
Monday, April 22, 2013	1. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers, "Stand In The Here And Now." 2. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing, "The Question: Curiosity Didn't Kill the Cat – It Won the Peace Prize." 3. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003, "Defining Conflict Transformation." 4. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006, "Express Appreciation."

	5. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "Escaping the Avoidance Trap." 6. Case Conference **7. First Essay Due**
Monday, April 29, 2013	1. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers, "Stand With an Open Mind." 2. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing, "Formats For Asking Non-Defensive Questions." 3. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003, "Conflict and Change." 4. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006, "Build Affiliation." 5. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "Working the Conflict Narrative." 6. Case Conference
Monday, May 6, 2013	1. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers, "Know What You Stand For." 2. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing, "The Statement: Vulnerability and Power Join Hands." 3. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003, "Connecting Resolution and Transformation." 4. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006, "Respect Autonomy." 5. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "Communicating in Enduring Conflict." 6. Case Conference

Monday, May 13, 2013	1. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers, "Dance With Surprises." 2. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing, "Formats for Making Non-Defensive Statements." 3. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003, "Creating a Map of Conflict." 4. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006, "Acknowledge Status." 5. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "Using Power and Escalation." 6. Case Conference **1. Second Essay Due**
Monday, May 20, 2013	2. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers, "Stand With Compassion." 3. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing, "The Prediction: A New Prescription for Security." 4. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003, "Process-Structures as Platforms for Change." 5. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006, "Choose a Fulfilling Role." 6. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "Agreements in Ongoing Conflict." 7. Case Conference
Monday, May 27, 2013 (Memorial Day)	1. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers, "Cultivate Everyday Readiness." 2. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-

	Mackenzie Publishing, "Formats For Making Non-Defensive Predictions." 3. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003, "Developing Our Capacities." 4. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006, "On Strong Negative Emotions." 5. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "Taking a Sustainable Approach to Enduring Conflict." 6. Case Conference
Monday, June 3, 2013	1. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers, "Prepare to Lead." 2. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing, "The Non-Defensive Mind and Heart Set." 3. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books of Justice and Peacebuilding Series). New York: Good Books, 2003, "Applying the Framework." 4. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006, "On Being Prepared." 5. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "Conflict Specialists and Enduring Conflict." 6. Case Conference **7. Third Essay Due**
Monday, June 10, 2013	1. Dressler, L. (2010). Standing in the fire. San Francisco: Berrett-Koehler Publishers, "Face The Fire" and "Reflect and Renew." 2. Ellison, SS. (2009) Taking the war out of our words. Deadwood, OR: Wyatt-Mackenzie Publishing, "The Practice of Becoming Non-Defensive." 3. Lederach, John Paul. The Little Book of Conflict Transformation (The Little Books

	of Justice and Peacebuilding Series). New York: Good Books, 2003, "Applying the Framework." 4. Fisher, Roger, and Daniel Shapiro. Beyond Reason: Using Emotions As You Negotiate. 1st ed. New York: Penguin Books, 2006, "On Being Prepared." 5. Mayer, Bernard. Staying with Conflict: A Strategic Approach to Ongoing Disputes. San Francisco: Jossey-Bass, 2009, "Conflict Specialists and Enduring Conflict." 6. Case Conference 7. Epilogue and Course Evaluation

Student Evaluation and Grading Policy

1/4 of the final grade will be based on the first essay, 1/4 of the grade will be based on the second essay, and another 1/4 on the third essay. 1/4 of the final grade will be based on attendance and class participation. We will use the following grading system.

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.

RUBRIC FOR CLASS PREPARATION AND PARTICIPATION

8-9 = Every class

6-7 = 85-99% of classes

4-5 = 72-84% of classes

2-3= 60-71% of classes

1 = < 60% of classes

1. **Promptness and Attendance** *(Please note that this criterion has the potential to impact the other criteria because they are based primarily on interaction displayed during class sessions)*

8 Points

- attends classes
- is always prompt
- addresses emergency situations proactively and with professional courtesy (for example, notifies instructor and takes full responsibility for completing make-up work if an emergency arises)

2. **Preparation**

8 Points

- is always prepared for class
- thinks about each reading, evidenced by offering thoughtful comments
- takes appropriate notes on assigned readings, videos, and class activities/discussions
- takes initiative in preparing assignments; reads directions carefully; seeks help or clarification in a timely manner when warranted (for example, not the night before a long-term assignment is due)

3. **Level of Engagement in Class**

9 Points

- uses electronic devices <u>only</u> for class-related activities while class is in session
- displays courtesy and respect at all times and in all interactions with instructor, classmates, and guest speakers
- contributes to class dynamics by offering ideas and asking questions and by eliciting feedback from others
- contributes to tasks by keeping group on task and assuming responsibility for equitable involvement in completion group discussions

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.

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 beyond the instructor's control.

Optional (or you may want to include the information in the last two paragraphs)

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.