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# Dealing with Conflict and Confrontation

**Syllabus**



**Dr. Anne F. Goiran-Bevelhimer**

## DEALING WITH CONFLICT AND CONFRONTATION

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<b>Graduate Credit:</b>	3.0 sem. hrs. graduate credits/ 4.5 CEU
<b>Graduate Prefix:</b>	See accrediting university for prefix and number
<b>Course Schedule:</b>	Asynchronous.

6-week minimum enrollment to one year maximum, from your date of registration.

### **COURSE DESCRIPTION:**

Learn effective strategies to deal with conflict and confrontation. Practice cognitive-behavior modification strategies, assertiveness skills, listening and communication skills, mediation and problem solving skills. Know when to engage and when to let go of conflict. Practice strategies that empower you such as setting boundaries, knowing who owns the problem, negotiation skills and focusing on solutions rather than problems. Learn to welcome conflict and confrontation as opportunities to grow instead of situations to fear and avoid.

*This course meets the **Performance Based Standard for Colorado Teacher, Standard 5: Knowledge of Classroom Instructional Management, 5.2, 5.3, 5.5, 5.6, 5.8, 5.9 and Standard 8: Democracy, Educational Governance and Careers in Teaching, 8.2, 8.5.***

*Check your State education requirements to verify if this course will meet your professional licensing needs.*

### **STUDENT LEARNING OUTCOMES:**

Upon completion of the course, the student will be able to:

1. Identify the nature of conflict and confrontation.
2. Use cognitive-behavior modification skills to build rational thinking, feeling and behaviors to deal with conflict and confrontation.
3. Apply anger management strategies before dealing with conflict and confrontation.
4. Implement stress management skills to reduce and manage conflict.

5. Demonstrate empowerment strategies by setting boundaries, determining who owns the problem and distinguishing between “empathy” and “sympathy”.
6. Choose appropriate listening and communication skills to deal with conflict and confrontation.
7. Employ assertiveness strategies to resolve conflicts and confrontations.
8. Solve problems through a variety of strategies.
9. Support strategies for dealing with conflict and confrontation through outside reading and research.
10. Evaluate learning and application of course content in a written essay.

## **TEXTS, READINGS, INSTRUCTIONAL RESOURCES:**

*Dealing with Conflict and Confrontation* by Dr. Anne Goiran-Bevelhimer  
The text will be sent upon registration.

## **COURSE REQUIREMENTS:**

This course is delivered asynchronously; you may start anytime and will work one-on-one with the instructor. You are expected to invest 90 hours (3 semester hours) of independent study to this course. You may submit all work and complete the course anytime between 6 weeks to one year from date of registration.

Use the text, activities, outside reading and writing assignments to complete the following course requirements. Send responses to your work in writing to the instructor.

### **I. TEXT: Complete the reading and exercises in the text. 50 pts.**

#### **Unit 1: Introduction - Identify the nature of conflict and confrontation**

- The Nature Of Conflict
- Definitions
- Conflict Survey
- Key to Conflict Survey
- Escalation / De-escalation
- Conflict – Good or Bad? A Zen Story
- Types Of Conflicts
- Causes Of Conflicts
- The Motivation of Conflict: Unmet Needs
- Basic Needs That Motivate Behavior

#### **Unit 2: Stages of Conflict**

- The Stages Of Conflict
- Skills for Dealing with each Stage of Conflict

#### **Unit 3: Cognitive-Behavior Modification**

- Belief Systems – The Core of Dealing with Conflict
- Toxic Loop
- The Toxic Loop and the Nourishing Loop
- Definitions of Cognitive Distortions

- The Vocabulary Of Conflict
- How do you Feel?

#### **Unit 4: Anger Management**

- Your Anger Style Inventory
- Anger You Know, Anger You Don't Know
- What's Under Anger?
- Anger Inventory
- Anger Management
- Do's and Don't When you are Feeling Angry
- Things to Do Instead of Hitting
- Fair Fighting
- Dealing With Power Struggles
- Steps to Resolve Power Conflicts
- Mediation
- Dealing with Bullies
- Making Amends and Apologizing

#### **Unit 5: Relaxation**

- Relaxation Exercises
- A Centering Exercise

#### **Unit 6: Setting Boundaries**

- Whose Problem Is It?
- Boundaries
- Setting Limits

#### **Unit 7 Empathy / Sympathy**

- Empathy / Sympathy
- Role Play

#### **Unit 8: Communication**

- Listening
- Communication: Blockers And Enhancers.
- "I" Messages
- A Checklist For Improved Listening
- Active Listening
- Ways to Listen and Respond and NOT get Emotionally Engaged
- Active Listening Exercise
- Having Difficult Conversations, and Creating Win-Win Outcomes

#### **Unit 9: Assertiveness**

- Thomas-Kilman Conflict Mode Instrument
- Scoring the Thomas-Kilman Conflict Mode Instrument
- Interpreting the Thomas-Kilman Conflict Mode Instrument
- Assertiveness: Verbal Behaviors, Actions, Goals, Feelings and Pay Off's
- Assertiveness Skills
- Practicing Aggressive / Assertive / Passive Behaviors

#### **Unit 10: Problem Solving**

- The Quick Fix
- Sides: An Exercise In Point Of View
- Problem Solving

- Problem Solving Worksheet
- Role Playing – Problem Solving
- Conflict Resolution
- Guidelines For Positive Conflict Management
- Four C’s In Conflict Management
- Question to Defuse and De-escalate Conflict
- Personal Plan
- Classroom Conflict Management
- Playground Conflict Managers
- Playground Conflict Worksheet

**Unit 11: Solutions Focused Skills**

- Principles of the Solution-Focused Approach
- The Miracle Question
- The Miracle Method Worksheet
- Well-formed Outcome: Setting Goals

**II. OUTSIDE READING AND WRITING ASSIGNMENTS: 50 pts.**

1. Support strategies for dealing with conflict and confrontation through outside reading and research.
  - Choose a journal article or article from the web for each of the unit topics in the text. Write a short review (1-2page) of each article, citing your sources. What information did you gain from reading your article that will be helpful to you in dealing with conflict or confrontation?

**OR**

  - Choose a book on dealing with conflict to read and review. Use one of the suggested books in the bibliography or find one of your choosing. Write a 3- 4 page review of your reading, focusing on what you learned about dealing with conflict and confrontation that is helpful to you.

**III. REFLECTION PAPER: 25 pts.**

Write a 3-5 page reflection paper. Evaluate learning and application of course content in a written essay.

What did you learn about dealing with conflict and confrontation that is helpful to you? Which strategies worked well for you? How has the content of this course helped you to grow personally and professionally? How did your outside reading add to your insights about dealing with conflict and confrontation? Modeling dealing with conflict and confrontation is often the most powerful teacher. What can you take from this class to your classroom to share with students?

**GRADE DISTRIBUTION AND SCALE:**

Grade Distribution:

I.	Text	50 pts.
II.	Outside Reading and Writing	50 pts.
III.	Reflection Paper	25 pts.

Grade Scale:

A	91-100%	115-125 pts.
B	81-90 %	101-114 pts.
C	71-80 %	88-100 pts.
D	61-70 %	76-87 pts.
F	Less than 60 %	Less than 75 pts.