

Syllabus - PACS 700

Basic Institute in Conflict Management and Mediation

[MBBS Students: FP700 Conflict Management & Mediation]

Catalog Course Description

An introduction to conflict management and mediation. Includes basic theory and methodologies as well as the opportunity to develop skills in such areas as listening and mediation through role playing.

Instructor: Ron Claassen and Dalton Reimer

Credit: Two units graduate credit

Grading: Credit/No Credit If the assignments below are not submitted by the due date (or other negotiated date), the grade submitted will be "No Credit."

[MBBS Students: status is "graded" unless specifically registered for "pass/fail."

Attendance, participation, and satisfactory completion of all reading and writing assignments are required to earn credit in this course.

All written materials are due at the office of the Center for Peacemaking & Conflict Studies no later than Sept 14, 2009 or other negotiated date. They may be hand-delivered to the office (4882 East Townsend Avenue) or mailed to:

Center for Peacemaking & Conflict Studies
Fresno Pacific University
1717 South Chestnut Avenue
Fresno, CA 93702

Students are urged to keep a duplicate copy of work submitted in the event that there is a breakdown in transmission systems.

Ron Claassen may be contacted at:
559-453-3420 or rclaass@fresno.edu

Requirements:

1. Attend and participate in **all** five sessions (make up assignments required for missed classes). Write a reflection on each class meeting (1/2 to 1 page per session).
2. Read Basic Institute Manual. Write a reflection. Focus reflection on ideas, models, or strategies not covered in class sessions. (2-3 pages).
3. Read an additional 900 pages minimum from books and articles in the Selected Bibliography in the Manual. Books selected should represent a cross section of authors and topics. Books not previously read should be

selected. Write a reflection on each book. Include a summary of the books and pages read. (2-3 pages per book)

4. Use the skills, models, strategies (eg. active listening, I-messages, four options, and reconciling interests and/or injustices) in real situations and write reflections on each of your experiences. At least one should demonstrate use of all of the steps in the Rec. Injustice or Interests process) (6 experiences). Write ½ to 1 page per experience. Following are some examples:

Active Listening: Decide ahead that when someone tells you something important today, you are going to respond with the active listening skill. Then write a ½ page reflection on the experience.

I-message: Think about some situation that you want to see changed. Write an I-message using the form in the manual. Read it to the person (feel free to tell them that you are doing an assignment and that is why you are reading it). Write a ½ page reflection on the experience.

4 Options Model: Identify someone who makes decisions with you. (feel free to tell them that you are doing your assignment) Show them the 4-options model and then discuss with them both how you currently make decisions and how you think would be the ideal or preferred way. Write a ½ page reflection on the experience.

Identify a conflict: That is where someone is blocking another or you. It doesn't have to be a big issue and may be best if it isn't (examples: roommates regarding washing dishes, kids regarding watching television, couple regarding where to spend vacation, etc.) Ask the persons if they would help you do your assignment. Tell that that since it is an assignment you have to follow all of the steps. Ask them to help you evaluate their experience. Then follow all of the steps in the reconciling injustices (A peacemaking process) or the reconciling interests process (a problem solving process). Then write a ½ page summary of the experience and your reflections.

Reflections are for the purpose of demonstrating your comprehension of the subject matter, for assisting you in understanding and evaluating the ideas and experiences you encountered through the training and reading, and to assist you in integrating (as you choose) the ideas and skills into your life experience, vision, and mission. This is a good place to consider comparing and contrasting your experience and reading with past experiences or other reading. It is a good time to wrestle with your theory and values. I would encourage you to include reflections which relate your reading and experiences with your faith and/or values. Please do not just summarize the book. Therefore there is no prescribed format other than the above guidelines. I hope it will be a significant growth experience for you and one that will assist you in developing and carrying out your life mission.

Guidelines for using Models and Strategies in real situations.

Find occasions when you can consciously use the skills/models/strategies. Don't simply reflect on some past experience. Make a conscious decision to use a strategy, use it, and then reflect on your experience.

It is a good idea to tell those you are working with that this is your first time and that you are doing an assignment and therefore must follow all of the steps. Write about your experience by describing your decision to use the strategy, what you did (including their response) and your reflections/evaluation.

The student is responsible for being informed of and in conformity with FPU policies concerning *Academic Honesty & Integrity* and *Disabilities*.

Revised 5-2009