

BMATS - RE 531 - Interpersonal Communication and Conflict Management
Baptist Missionary Association Theological Seminary -- Spring 2010

Instructor:

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Office hours: will be posted on my door.

Textbooks:

Sande, Ken. *The Peace Maker—A Biblical Guide to Resolving Personal Conflict*. 3rd edition (revised and updated). Grand Rapids: Baker Book House, 2004. ISBN: 978-0801064852

Alfred Poirier. *The Peacemaking Pastor: A Biblical Guide to Resolving Church Conflict*. Grand Rapids: Baker Book House, 2006. ISBN: 978-0801065897

Books on Reserve in Library:

Griffin, Em. *Making Friends (And Making Them Count)*. Downers Grove, IL: Inter Varsity Press, 1987. ISBN: 087784996

J. Grant Howard. *The Trauma of Transparency*. Multnomah Press 1979. ISBN 9780930014285.

Course Description:

Communication is a powerful tool of construction or destruction. In this course learners discover Biblical principles of interpersonal communication and conflict management in human relationships. The course gives attention to communication models, self-concept, non-verbal messages, stress, and other strategies that assist Christian leaders in developing interpersonal communication skills. In addition, the course focuses on the nature of conflict, how to identify common styles of conflict management, and how to manage conflict acceptably and productively.

Course Objectives:

Upon completion of this course:

1. You should understand the nature of communication and how it works in both interpersonal and organizational context.
2. You should improve your listening skills.
3. You should have a clearer understanding of the nature of conflict.
4. You should have a better understanding of the biblical teaching on conflict and its management.
5. You should be able apply biblical church discipline.

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Course Assignments: **percentage of final grade**

Attendance and participation in class activities. 10%

Verbatim reports, video exercises, guest speakers, etc. 10%

Collateral Reading 10%

Two additional books, one dealing with **communication** and one with **conflict management**, should be read.

Submit a **two-page** review for each of the books you choose to read (500-600 words for each review). Provide an evaluation of your reading, not just a report of the facts.

Book Review & Presentation 20%

Read *Peacemaking Pastor: A Biblical Guide to Resolving Church Conflict*. and prepare a report. Summarize each chapter and give your personal reaction (pro or con) to the information. Be prepared to present your summary and reaction to any chapter.

A Diagnostic Case Study 10%

Report an analysis of an interpersonal encounter in which the principles taught in this course can be used as tools to probe what was and what was not effective communication in this situation. This will be an opportunity to re-live what you might have done differently.

Research Paper and Presentation. 20%

This study should focus on one of the topics presented in the course. This assignment should be designed so that **12 to 15 pages** could adequately reflect your work. Present your findings to class. (20-30 minutes)

Final Exam. 20%

All assignments will be discussed in detail. A schedule of activities will be distributed with due date indicated. The content of this syllabus is subject to revision as announced in regular class periods. Every person is expected to be pro-active in meeting all class responsibilities in a timely and professional manner.

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Bibliography

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- Engstrom, Ted W. and Edward R. Dayton. *The Christian Executive*. Waco, TX: Word Incorporated, 1979.
- Filley, Allan C. *Interpersonal Conflict Resolution*. Glenview, IL: Scott, Foresman and Company, 1975.
- Frost, Joyce Hocker and William W. Wilmot. *Interpersonal Conflict*. Dubuque, IA: William C. Brown Company Publishers, 1978.
- Gangel, Kenneth O. *Building Leaders for Church Education*. Chicago: Moody Press, 1981.
- _____. *Feeding and Leading*. Wheaton: Victor Books, 1989.
- Habecker, Eugene B. *The Other Side of Leadership*. Wheaton: Victor Books, 1987.
- Howard, J. Grant. *The Trauma of Transparency*. Portland: Multnomah Press, 1979.
- Huggett, Joyce. *Creative Conflict*. Downers Grove: InterVarsity, 1984.
- Johnson, David W. *Human Relations and Your Career*. Englewood Cliffs, NJ: Prentice-Hall, 1978.
- Johnston, Jon. *Christian Excellence*. Grand Rapids: Baker Book House, 1985.
- Jones, Bruce W. *Ministerial Leadership in a Managerial World*. Wheaton: Tyndale House, 1988.
- Kepner, Charles H. and Benjamin B. Tregoe. *The Rational Manager: A Systematic Approach to Problem Solving and Decision Making*. New York: McGraw-Hill Book Co., 1965.
- Kittlaus, Paul and Speed Leas. *Church Fights*. Philadelphia: Westminster Press, 1973.

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Kouzes, James M. and Barry Posner. *The Leadership Challenge*. San Francisco: Jossey-Bass, 1987.

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Lewis, G. Douglass. *Resolving Church Conflicts*. New York: Harper and Row, 1981.

Likert, Rensis and Jane Gibson. *New Ways of Managing Conflict*. New York: McGraw-Hill Book Co., 1976.

Minirth, Frank, et al. *How to Beat Burnout*. Chicago: Moody Press, 1986.

Prinzing, Fred W. *Handling Church Tensions Creatively*. Arlington Heights, IL: Harvest Publications, 1986.

Rosenbach, William E. and Robert L. Taylor. *Contemporary Issues in Leadership*. Boulder, CO: Westview Press, 1984.

Rush, Myron. *The New Leader*. Wheaton: Victor Books, 1987.

Shawchuck, Norman. *How to Manage Conflict in the Church*. Irvine, CA: Spiritual Growth Resources, 1983.

Shelley, Marshall. *Well-Intentioned Dragons: Ministering to Problem People in the Church*. Carol Stream, IL: Christianity Today, Inc., 1985.

Smith, Dennis R. and L. Keith Williamson. *Interpersonal Communication*. Dubuque, IA: William C. Brown Publishers, 1985.

Wakefield, Norman. *Solving Problems Before They Become Conflicts*. Grand Rapids, MI: Zondervan Publishing House, 1987.

Westing, Harold J. *Multiple Church Staff Handbook*. Grand Rapids, MI: Kregel Publications, 1985.

Willimon, William H. *Preaching About Conflict in the Local Church*. Philadelphia: Westminster Press, 1987.

Wilson, Gerald L., et al. *Interpersonal Growth Through Communication*. Dubuque, IA: William C. Brown Publishers, 1985.