

COURSE SYLLABUS

HDDR 6327 Sec. 775 Conflict Management Coaching

Southern Methodist University
Harold Clark Simmons Hall, Room 0107
6401 Airline Rd., Suite 201
Dallas, TX 75205
972-473-3425

Fall 2018 Term

Adjunct Faculty Information

Instructor: Patricia "Pattie" Porter, LCSW, AAP

Email: pmporter@conflictconnections.com

Website: www.conflictconnections.com and www.texasconflictcoach.com

Phone: 210-880-4440

Skype: [conflict.connections](https://www.skype.com/people/conflict.connections)

Total Course Hours: 45

Office Times:

Given that this is a seminar, weekend course, Ms. Porter will hold office times on the Fridays which class is held from 2:00-3:45 pm. Students can also request a phone or Skype meeting during the week.

Seminar Class Times:

Friday, September 21st 4-9 pm

Saturday, September 22nd - 8:30-5:30

Sunday, September 23rd - 8:30-5:30

Friday, October 5th - 4-9 pm

Saturday, October 6th - 8:30-5:30

Sunday, October 7th - 8:30-5:30

Credit: 3 hours

Audited Course: No credit

Seminar Course Description

HDDR 6327 Sec. 775 Conflict Management Coaching

Conflict management coaching is a practical, application seminar focused on teaching a 7-stage structured model for coaching individuals to effectively prevent or manage specific interpersonal disputes, and to enhance the coachee's conflict management skills. Students will explore how coaching is different from consulting and therapy. This coaching 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 real, interpersonal conflict situations in order to coach and be coached. Students who successfully complete this course will receive the following:

- ✓ CINERGY® Conflict Coach Certificate of Completion
- ✓ 42 hours of Continuing Education Credits from the International Coach Federation
- ✓ 36 hours of Professional Development Credits from the Society for Resource Management (SHRM)

Learning Objectives and Measurements:

1. Demonstrate a 7-stage structured conflict management coaching model.
 - a. This objective will be measured through evaluation of in-class real plays, and communication exercises
2. Critically think and provide meaningful responses to an assigned reading in Canvas discussion forum.
 - a. This objective will be measured through a point system based on quality responses to posed questions and engagement with other students' responses.
3. Gain insight into their conflict triggers and how they might trigger others.
 - a. This objective will be evaluated based upon completion of a personal trigger's journal.
4. Reflect and analyze an interpersonal dispute using a coaching tool learned in class.
 - a. This objective will be measured through a final reflection paper

Required Purchases and Readings

- Noble, Cinnie (2011). *Conflict Management Coaching: The CINERGY Model*. (ISBN 978-0-9877394-0-7) Also available in Amazon Kindle e-Reader.
- Noble, Cinnie (2014). *Conflict Mastery: Questions to Guide You*. (ISBN 978-0-9877934-1-4) Also available in Amazon Kindle e-Reader.
- A course manual which will contain additional exercises and reading materials. **(additional fee applies – Contact Jessica Lunce at jlunce@smu.edu)**
- Supplemental articles, handouts and tools will be available through Canvas.

COURSE GRADED ASSIGNMENTS

- **Class Participation and Readings** – 50%
- **Canvas Online Discussion Forum Assignment** – 15%
- **Submission of an Interpersonal Trigger’s Journal** – 15%
- **Final Reflection Written Assignment** – 20%

***LATE ASSIGNMENT POLICY:** Students will have an **automatic deduction of 15%** from their **final written assignment if not successfully received by Friday, October 12, 2018 at 11:59 pm CST.** Assignments will not be accepted for grade after 11:59 pm on Saturday, October 13, 2018. All grades are due on October 15, 2018.

GENERAL CLASS INFORMATION

The class is an intensive skills-based practice course. Students will have assignments every class session and are **strongly encouraged to read the first four chapters of Conflict Management Coaching: The CINERGY Model prior to the start of the first class.** Chapters 5-9 will be the focus of the second weekend. There is 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. Additionally, supplemental materials, handouts and tools will be uploaded into Canvas for the student’s learning.

The course utilizes a strategy called real plays where students will coach and be coached on real conflicts they are experiencing presently, have experienced in the past, or anticipate happening in the near future. Students will be required to bring an interpersonal 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 at an impasse. It can also be a conflict situation that has ended but still bothers them. **It is important to choose a relatively simple conflict/dispute; that is, one you are not overly entrenched in, is not multi-layered, or not overly personal (e.g. divorce, deep-seated rivalry with a co-worker or family member, etc.)**

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 a Competency Assessment 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.

METHODS OF INSTRUCTION

All classes meet at the SMU Dallas Campus. Course activities may include lecture, demonstration, real-plays, fish bowl exercises, experiential skill-building activities, self-reflection and written assignments, assigned readings, group discussion, but all will include a 2.5 hour online assignment through Canvas (<http://canvas.smu.edu>).

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 Handbook*. 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/StudentAffairs/StudentLife/StudentHandbook/HonorCode>

Class Decorum:

To foster a good learning environment for yourself and your fellow students we ask that you adhere to the following guidelines during class:

- Please turn off (or set on vibrate) all cell phones
- Do not engage in social media, read newspapers, books for other classes or other outside reading material during class
- Walking into class late is as disruptive as leaving early. If you must leave early, make arrangements with the instructor before class begins, and when you leave, do so quietly.

- Professional respect and courtesy for your fellow students is imperative at all times
- Interfering with or disrupting any University teaching, research or administrative activity may result in referral for review to the Director, Chair and/or Office of Student Conduct and subject to removal from the program

Absence

Students may miss no more than five (5) hours of a seminar format (weekend) class and no more than two (2) full classes of regular evening courses. Basic and Family Mediation courses are part of the Texas Statutory certificate requirement, no more than two hours total may be missed to qualify for these certificates. For more information on course attendance and absence policies, please see the Dispute Resolution Student Handbook.

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 online 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.

Add/Drop/Withdrawal Policy

A student who drops a course within the Add/Drop period (see DR Calendar for dates) will not be charged tuition for the dropped course. A student who drops a course after the scheduled dates, but remains registered for at least one other course, will not receive a tuition refund for the dropped course. Please note the separate drop policies for seminar-format classes below. Withdrawing is a formal procedure which you must initiate with the Dispute Resolution office; your instructor cannot do it for you. Students missing more than two (2) evening classes or more than five (5) hours of a weekend seminar class will have to accept either an Incomplete, withdrawal, or an F depending on the circumstances.

Classes in seminar format (two-weekends, hybrids, one week intensives) are subject to a different drop/withdrawal policy. **PLEASE NOTE:** Drops or withdrawals must be received no later than two weeks prior to the start date of a seminar format class to receive a refund. In the event that a seminar class does not make, students will be notified two weeks prior to start date and all tuition money will be refunded.

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 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 concurrently held grades of Incomplete in courses 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 will be put on probation and not allowed to enroll further until the total is reduced.

Disability Accommodations

Students needing academic accommodations for a disability must first register with Disability Accommodations & Success Strategies (DASS). Students can call 214-768-1470 or visit <http://www.smu.edu/Provost/ALEC/DASS> to begin the process. Once registered, students should then schedule an appointment with the professor as early in the semester as possible, present a DASS Accommodation Letter, and make appropriate arrangements. Please note that accommodations are not retroactive and require advance notice to implement.

Statement on Confidentiality and Emotional Safety

In order to provide a safe learning environment for students in the class and to protect the confidentiality of practice clients and class members, students will discuss case material and other personal information, reactions, etc., only while in class or privately with other current class members. It is the responsibility of each class member to treat classmates with respect and integrity, thus providing emotional safety for each other during class activities. Failure to do so can result in termination from the program.