DE 5720 | INTERPERSONAL COMMUNICATION & CONFLICT MANAGEMENT

3 sem. hrs.

I. Course Description

An examination of the process of interpersonal communication and conflict management in human relationships within Christian organizations, with attention given to communication models, self-concept, non-verbal messages, stress and other strategies that will assist the Christian leader in developing interpersonal communication skills and the productive use of conflict.

II. Course Objectives

Upon completion of this course:

A. The student should understand the nature of communication and how it works in both interpersonal and organizational context.

B. The student should improve his/her listening skills with respect to both superiors and subordinates.

C. The student should be able to describe and explain self-concept and how it relates to various aspects of the communication process.

D. The student should be able to implement effective communication in such leadership functions as recruitment, training and supervision.

E. The student should have a clearer understanding of the nature of conflict.

F. The student should have a better understanding of the biblical teaching on conflict and its management.

G. The student should be able to identify common styles individuals employ in managing conflict.

H. The student should be able to recognize and utilize acceptable conflict management strategies.

III. Course Materials

A. Required Materials


B. Collateral Reading

Two additional books from the Bibliography, one dealing with communication and one with conflict management, should be read.

A two-page review should be submitted 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.

IV. Course Requirements

A. The student should read the assigned texts in the Programmed Syllabus before listening to the lecture. He/she should interact with the study questions in both the programmed syllabus and the printed study guide but is not required to submit written responses.

B. The student must complete at least 800 pages of reading outside of the assigned required textbooks and collateral reading. The student then can report these on a separate sheet of paper indicating the title of the book, author, publisher, date of publication and pages read.

C. Research Paper

This study should focus on one of the 24 topics presented in the lectures. The extended bibliographies in both interpersonal relations and conflict management should serve as resources for this research. This assignment should be designed so that 15 to 20 pages could adequately reflect your work. All papers are to comply with the guidelines of the TIU Style and Format Guide which can be obtained from the DE Resources area of TriNet or on Trinity’s Library website.

D. A Diagnostic Case Study

The student shall 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 since you have completed this course. This assignment should be completed after listening to all twenty-four lectures and should be 3-5 pages in length.
E. Final Examination

One final examination will feature a short question/answer approach. The student will choose 30 out of 100 questions to answer. The exam is to be closed book and the student cannot utilize lecture notes.

F. Discussion Questions on TriNet

The student shall participate in the online discussion areas of this course using the TriNet system. Thoughtful responses should be given to at least one question in each discussion area, and responses to the comments of other students are encouraged.

V. Course Grading

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<tr>
<th>Activity</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Books reviewed</td>
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<tr>
<td>Examination</td>
<td>25%</td>
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<tr>
<td>Research Paper</td>
<td>30%</td>
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<td>TriNet Discussion Questions</td>
<td>5%</td>
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<tr>
<td>Diagnostic Study</td>
<td>20%</td>
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All assignments should be submitted directly to your Course Tutor using the icon within your TriNet course labeled with your course tutor’s name. Exams should be mailed by your proctor to the address below. Course work may be submitted by mail if necessary.

Distance Education
Trinity International University
2065 Half Day Road
Deerfield, IL 60015

If you have questions related to your assignments, please contact your Course Tutor in TriNet. All other questions should be directed to the Distance Education office (email or 847-317-6554).

VI. Course Bibliography


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