

MENNO SIMONS COLLEGE
&
THE UNIVERSITY OF WINNIPEG

COACHING SKILLS WORKSHOP

CRS-2211/1.5- 003

Course Syllabus

Term	Fall, 2010	Instructor	Rick Schmidt, AIC, BSA., MA(CR)
Term Dates	September - November, 2010	Office	*by arrangement*
Class Time	October 1, 18:00 - 21:00 October 2, 9:00 - 17:00 October 3, 9:00 - 17:00	Office hours	after class, or by request
Class Room	1MS16	Phone → 7 days/week.....	667-4292 (home office)
Exams	N/A (instead, a 5-part personal journal)	E-mail	agree@shaw.ca
Pgm. Coordinator	Rick McCutcheon 953-3871 r.mccutcheon@uwinnipeg.ca	Web page	www.rickschmidt.net/coachingskills.html

I. COURSE DESCRIPTION: We all get drawn into others' conflicts, whether at home, at work, or in the community. This course explores how to assess the best way to respond as a third party, and assists you in equipping others to resolve conflicts constructively, to minimize the negative impacts on all who are involved, and to prevent recurrence. This workshop will be closely integrated and must be taken concurrently with *Conflict Theory and Analysis* (CRS- 2210/3).

Prerequisite: CRS-1200/6 Introduction to Conflict Resolution Studies

Corequisite: CRS-2210/3 Conflict Theory and Analysis

II. TEACHING METHODS AND OBJECTIVES: This workshop course will place its primary emphasis on experiential learning. Micro skills essential for conciliation will be developed through interactive exercises. Brief presentations will set the context for applying both conflict analysis and conciliation skills in interpersonal conflict settings. Students will be challenged with practical scenarios, followed by debriefing and group discussion designed to make clear connections to real life situations. Developing critical self-reflection skills is a central aspect of this workshop.

III. REQUIRED READINGS & MATERIALS LIST:

Resolution Skills Centre. (current edition). "Coaching for Resolution" Training Manual

Note: The current edition of this manual can be downloaded (no charge) as a PDF document at this web site:

http://resolutionskills.ca/Menno_Simons_College_Manual_Link.aspx

IV. RECOMMENDED READING:

Jones, Tricia & Ross Brinkert. (2007). Conflict Coaching: Conflict Management Strategies and Skills for the Individual. Sage Publications Inc.

V. ASSIGNMENTS:

1. Class Attendance: Due to the experiential nature of this course class, attendance is essential - hence the sign-in sheet. 25% of the final grade is based on attendance. Unless there are extenuating circumstances, students missing half a day (3 hours) will forfeit one half of their attendance mark and students missing the equivalent of a full day cannot receive a course credit. Students must provide their instructor with a written explanation of any extenuating circumstances. In consultation with the instructors, students who are going to miss part of a workshop may make arrangements to attend a different section (if there is another one presently running) and thereby not lose any attendance marks.

2. Class Participation: 25% of the final grade is based on class participation.

3. Reflective Journal: 50% of the final grade is based on a five-topic reflective journal, worth 10 marks for each topic. Each journal topic should be about 3 pages (750 words) in length, double spaced, and typed (about 13-15 pages for entire journal). The journal should be a personal reflection of the material covered in class, including some effort to integrate skill development with conflict resolution theories and concepts studied in other courses. The journal is not a formal essay requiring independent research. Rather, it is an exercise intended to show how the skills, models, and processes taught might be applied to life's experiences in a practical way. Liberal use of specific examples and scenarios will be very important. The journal (hard copy) for this intensive workshop must be handed in as follows:

Due date..... October 19 → Note: Journals will NOT be accepted after this date.

Location Menno Simons College Main Office = 520 Portage Ave, room 2MS10 (2nd floor reception)

Note: office hours = 8:30 a.m. to 4:00 p.m.

Title page... Make sure your name, your instructor's name, and the course name/number are shown.

Journal topics for each part are as follows (**NOTE:** Some of these topic questions may change, to reflect possible changes in the specific topics covered as the course unfolds over the its 2.5 days.)

- 1) What is your response to the concept/practice of conflict resolution coaching as a practical response to conflict? What are some of the unique opportunities or dangers of this form of conflict intervention? Do you know a person that has skills as a CR coach. What is it about this person that makes them effective in the role of coach?
- 2) Do a personal assessment of your strengths and weaknesses as a potential conflict resolution coach. What has experience already taught you? What comes easily? What are the challenges? Who would you find it easy or difficult to talk to, in a potential CR coaching situation?
- 3) Your response/thoughts/comments arising from the from the two stories given as handouts, also found on my class web page (indicated on page 1 of this syllabus). What observations or evaluations can you make of the kind of conflict resolution coach described in each? Find a media story (or one from literature or a favourite novel) that appears to involve a form of third-party CR coaching, and comment on it.
- 4) Face-to-Face CR Coaching Experiences: Have you ever tried to play the role of conflict resolution coach when taken by surprise (yikes!!) by a difficult face-to-face situation between the two people in conflict? Conversely, have you been one of the parties in a not-so-perfect back-and-forth, and somebody else tried to help? How did that go? Can you describe a situation that you believe might (or did!) benefit from coaching a face-to-face? What are the dangers and/or opportunities for face-to-face coaching (besides the rush of adrenalin and increased blood pressure)?
- 5) What have you seen or experienced with respect to "aftermath and/or prevention" issues? How do people generally deal with these aspects of conflict? Are you part of a faith group, workplace, community organization, or family that was, is, or *should be* dealing with aftermath or prevention issues? (Read the "Aftermath and Prevention Issues" PDF on my class web page.)

VI. COURSE EVALUATION:

This is a PASS / FAIL course. To be assigned a Pass, students must earn a minimum of 65 marks. Those earning 64 marks or less will be assigned a Fail. Marks will be earned as follows:

<u>Assignment</u>	<u>Marks</u>
Class Attendance	25
Class Participation.....	25
Reflective journals	<u>50</u>
Total	100

VI. COURSE OUTLINE:

This workshop course provides students the opportunity to examine the nature of the conflicts in which they find themselves or people around them involved, and then looks at conciliatory ways of addressing these conflicts. Participants will learn and practice conflict analysis and conciliation models by working through numerous conflict simulations. Models for entering conflict at a variety of phases will be explored. One-on-one coaching techniques, “shuttle diplomacy”, and informal mediation will be explored.

VIII. ADDITIONAL NOTES:

- 1. Format:** Your journal entries must be typed and double spaced, with 1-inch margins. Always proofread carefully, remembering that your word processor’s “spellchecker” won’t catch everything!
- 2. Please note:** As the course unfolds over its 2.5 days, and students engage and interact with course content, certain topics may change or evolve. This, in turn, may require changes to be made to some of the assigned journal questions listed on page two. If this happens, students will be advised in the class about any changes.
- 3. Contacting Your instructor:** My presence on campus is very limited. If you have questions, concerns, or need to set up a meeting, please call me at home = 667-4292 or e-mail = agree@shaw.ca.
- 4. Final Withdrawal Date: October 1.** (NOTE: That’s the first day of this intensive weekend course.) See the “Regulations & Policies” section of the U of W Course Calendar for regulations governing voluntary withdrawals.
- 5. Academic Misconduct:** All material (e.g. data, ideas, theories, research) not originally yours, that you refer to in any assignment, MUST be appropriately referenced. **Plagiarism is a serious offence.** Please see the “Regulations & Policies” section of the U of W *Course Calendar* for details.
- 6. Appeals:** The student appeal process is explained in the “Regulations & Policies” section of the U of W *Course Calendar*. We encourage all CRS students to take up any disputes regarding grades, first with your instructor (Rick Schmidt), then the CRS program coordinator, then the Menno Simons academic dean, and finally the U. of W. Appeals Committee. Most issues of dispute are most easily resolved at the instructor level.
- 7. Students with documented disabilities** that require academic accommodation for tests and exams and/or special accommodation during lectures are encouraged to contact the Disability Resources Coordinator (phone: 786-9178) as early as possible in the semester to discuss appropriate options.

A Note about Menno Simons College

This course is offered by Menno Simons College in affiliation with the University of Winnipeg. Menno Simons College (MSC) coordinates interdisciplinary programs and offers courses in International Development Studies and Conflict Resolution Studies in cooperation with several University of Winnipeg departments.

All courses offered by MSC are subject to University of Winnipeg Senate approval and policies, and are open to all University of Winnipeg students.

Menno Simons College was established at the University of Winnipeg in 1989 to develop programs based on the needs of our time and on the distinctive contributions that the Mennonite community can bring to these areas.

Menno Simons College is part of *Canadian Mennonite University*. Additional information about MSC and the MSC Student Association is available from the MSC general office, 520 Portage Avenue, Room 210.