



FULLY EQUIPPED BIBLE INSTITUTE EFFECTIVE COMMUNICATION AND CONFLICT RESOLUTION COURSE SYLLABUS

PROFESSOR: Charmaine Meyer, MPhil/Conflict Management

COURSE OVERVIEW:

The Effective Communication and Conflict Resolution course equips leaders to navigate conversations when stakes are high, opinions vary, and emotions run strong. Whether at work, in ministry, at home, or in the marketplace, a leader will learn strategies and tactics for maintaining and remaining in productive dialogue when others ineffectively navigate high-stakes conversations.

Effective communication is a crucial responsibility of all leaders who desire to lead in a manner that empowers, encourages, and fosters growth in those we serve. This online Christian communications course is essential for Christian leaders to gain practical strategies that emphasize active listening, empathy, and emotional intelligence rooted in biblical wisdom. This course empowers leaders to approach all conversations with integrity and humility, thereby fostering unity and growth within their communities while faithfully adhering to Scriptural teachings.

The course objective is to furnish students with essential tools and insights to adeptly handle challenging dialogues while upholding biblical virtues of love, humility, and wisdom. Adopting a semi-formal methodology, these sessions aim to elucidate the pivotal role of communication in nurturing robust relationships and resolving conflicts within church and marketplace settings.

602-403-7575 

8153 W. Cactus Rd. 
Peoria, AZ USA 85381

info@fullyequippedbibleinstitute.org 

www.fullyequippedbibleinstitute.org 

COURSE OBJECTIVES:

- To equip students with the fundamental understanding and practical application methods of biblical principles that direct productive communication and conflict resolution.
- To expose students to the principles and theories of effective communication in the ministry and the marketplace.
- To introduce students to the biblical nature of conflict sources and resolutions.
- To familiarize students with common methods of conflict management, and effective strategies to manage conflict acceptably and productively.
- To examine various communication models and the role of self-concept in communication.
- To gain an understanding of nonverbal messages and the role of stress in conflict management.

SPECIFIC LEARNING OUTCOME OBJECTIVES:

- Develop comfortable and effective engagement in crucial conversations, utilizing biblical principles for graceful navigation of sensitive topics, fostering comprehension and retention.
- Learn practical conflict resolution strategies and apply biblical teachings to personal and professional relationships.
- Cultivate an understanding of others' perspectives through experiential exercises, leading to productive communication of biblical principles.
- Understand and manage personal emotions for constructive conversations, demonstrating ongoing development of purposeful responses.
- Explore ethical dilemmas with confidence and wisdom, guided by biblical principles and inspired by the Holy Spirit for practical application.

REQUIRED TEXTBOOKS:

Crucial Conversations: Tools For Talking When Stakes Are High by J. Granny, K.

Patterson, R. McMillan, A. Switzler, and E. Gregory, 3rd Edition

- The Bible Readings - NASB / ESV Translations.

ADDITIONAL READINGS:

I will regularly assign additional readings which are listed on specific class days. These readings will be available through your online course classroom.

CLASS SCHEDULE/ PROFESSOR ACCESS:

- Start date: 6/15/2024, 10 am – 12 pmMST
- Duration/place - 10 weeks, online
- Office hours for questions/additional support: Fridays 4 - 6pm CAT, by appointment only.
- Professor contact info:
 - Zoom Sessions will scheduled via e-mail and upon confirmation.
 - Email: charmmainemeyer3@gmail.com

COURSE FORMAT AND PROCEDURES

- 8 Weeks - Weekly Lesson Lectures: lecture, weekly reading assignment, PowerPoint slides, topical resources,including video clips.
- Weeks 9 -10: Crucial Conversation Student Presentations- Prep, Process, and Present – Students will identify the principal and or skill learned to write up their (a) final assignment and (b) share their story in a video format.

- Weeks 9 -10 Group Forum: This is a virtual format for individual presentations to be presented live in class. Each student will offer feedback on the other students' presentation in the online forum. The instructor will communicate details and guidelines for giving feedback. This presentation will be 20% of the student's total grade.

EVALUATION CRITERIA:

15% of Grade: Quiz Scores

Each week includes a multiple-choice quiz worth 12 points per quiz to measure curriculum understanding.

120 total points are possible.

15 % of Grade: Class Attendance

Advance preparation, and thoughtful participation - Students are expected to attend promptly online weekly.

Advance preparation for class discussion is expected. Thoughtful participation in class discussions and case studies is required.

Each week's discussion is worth 12 possible points. 120 total points are possible.

50% of Grade: Weekly Practical Application Worksheet Writing Assignments

Assignments will be based on assigned reading, writing, and collaborative learning. Total writing for course - 10-14 double-spaced pages, 5-10 references, and in-text citations.

Each writing assignment is worth 40 points, with 400 total points possible.

20% of Grade: Final Presentation Project

The final project centers on students' research and the construction of a written presentation outlining a Crucial Conversation they experienced, how they handled it, and what the outcome was, using the skills and the tools they have learned. Additionally, each student will create an individual video recording, accounting for 20% of total final project points, wherein students present the scenario, identify a relevant skill, and demonstrate its application for more effective communication. This final writing assignment should include a minimum of how many pages, with five sourced citations and references per APA format.

Total points of 160 are possible.

Percentage of grade points possible totals 100%.

Total points possible - 800 points

GRADING RUBRIC

91% - 100% = A

82% - 90% = B

74% - 81% =C

66% - 73% =D

SCHEDULE OF CLASSES AND ASSIGNMENTS:

WEEK	CLASS PREPARATION	HOMEWORK
1	<p>Lecture: Introduction to Crucial Conversations</p> <p>PRIOR TO CLASS - PLEASE COMPLETE:</p> <p>Read the Introduction and Chapter 1 of "Crucial Conversations."</p> <p>Scripture Readings Exodus 18:13-27 Genesis 3 Matt 16:21-28 Acts 9:3-9</p>	<p>HOMEWORK - NOTE ASSIGNED DEADLINES</p> <p>Take Chapter 1 Quiz by prior to Week 2 class. Complete Chapter 1 written assignments and submit in Week 1 classroom using upload button. Due prior to Week 2 class. Read Chapter 2 of text book prior to class.</p> <p>Be prepared to discuss Chapter 2 in class</p> <p>Assignment #1: Provide an overview of the key concepts of a crucial conversation.</p> <p>Read Acts 9: 3-9. Saul's encounter with Jesus on the road of Damascus. The dialogue between Saul and Jesus reflects a crucial conversation. Identify and clarify the emotions involved. What was the outcome of the conversation? How did the body of Christ benefit using this skill, as opposed to avoiding? What skills are required to effectively navigate a dialogue? Provide Scripture to support your answer.</p> <p>Writing should be formal, written in third person, 12 pt. font, 1.5 line spacing. Points will be deducted for spelling/grammar/punctuation errors – please spellcheck prior to submission.</p>
2	<p>Lecture: "Mastering Dialogue – The Fool's Choice"</p> <p>PRIOR TO CLASS - PLEASE COMPLETE:</p> <p>Read Chapter 2 "Mastering Crucial Conversations" Complete the Chapter 1 written assignments and upload using the assignment upload button in the Week 1 classroom. Take Chapter 1 Quiz before Week 2 class. Be prepared to discuss</p>	<p>HOMEWORK - NOTE ASSIGNED DEADLINES</p> <p>Take Chapter 2 Quiz before Week 3 class. Complete the Chapter 2 written assignments and upload the assignment in Class 2 classroom. Read Chapter 3 -5 of text book prior to next class. Be prepared to discuss Chapter 3-5 in class.</p> <p>Assignment #2: Resolving Conflict in a Workplace Team Meeting.</p> <p>Scenario: In a marketing department team meeting, tensions arise when discussing the launch strategy for a new product. Some team members advocate for an aggressive marketing approach, emphasizing social</p>

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	<p>Chapter 2 in class.</p> <p>Scripture Readings: Phillipians 2:4 Ephesians 4:15 James 1:19 ESV Proverbs 18:13 Proverbs 15:1 ESV Exodus 32:21</p>	<p>media campaigns and promotions, while others argue for a more conservative approach focused on traditional advertising methods. As the discussion progresses, emotions run high, and the team becomes divided, hindering progress on the project.</p> <p>Assignment Question: Based on the case study provided, analyze the dynamics of dialogue, filling the pool of shared meaning, and the presence of "fool's choices" in the workplace team meeting. Utilize concepts from chapter 2 in the text book to assess the effectiveness of communication and propose strategies for resolving the conflict, fostering collaboration within the team.</p> <p>Writing should be formal, written in third person, 12 pt. font, 1.5 line spacing. Points will be deducted for spelling/grammar/punctuation errors – please spellcheck prior to submission.</p>
3	<p>Lecture: Chapters 3-5 “What to do Before Opening Your Mouth” – Start With Your Heart”</p> <p>PRIOR TO CLASS - PLEASE COMPLETE:</p> <p>Read Chapter 3-5 of "Crucial Conversations." Complete the Chapter 2 written assignments and upload in Chapter 2 classroom using the upload button. Take the Chapter 2 quiz prior to Week 3 class. Be prepared to discuss Chapter 3-5 in class.</p> <p>Scripture Readings:</p> <p>Proverbs 4:23</p> <p>Jeremiah 17:9</p> <p>Proverbs 27:19</p>	<p>HOMEWORK - NOTE ASSIGNED DEADLINES</p> <p>Take Chapter 3 Quiz before Week 4 class. Complete Chapter 3 written assignments and submit in Week 3 classroom. Due prior to Week 4 class. Read Chapter 6 “Master Your Stories” of text book prior to class. Be prepared to discuss Chapter 3-5 in class.</p> <p>Assignment #3:</p> <p>Role play exercise: Choose a crucial conversation relevant to your professional or leadership role. Briefly describe the scenario.</p> <p>During the role-play, how did you incorporate the concepts of "Start with Heart," "Learn to Look," and "Make It Safe" to facilitate fruitful dialogue? Provide examples of each concept in action.</p> <p>The requirements for the role play will be documented in the classroom.</p> <p>Complete the worksheet; assess your own style under</p>

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	<p>Matthew 11:28-30</p> <p>Philippians 4:6-7</p>	<p>stress. A working document will be uploaded in the classroom. Here is an example in the PDF format. https://www.vital-talent.nl/wp-content/uploads/Style-Under-Stress-test-version-4.pdf</p> <p>Writing should be formal, written in third person, 12 pt. font, 1.5 line spacing. Points will be deducted for spelling/grammar/punctuation errors – please spellcheck prior to submission</p>
4	<p>Lecture : Chapter 6 “Master your Stories”</p> <p>PRIOR TO CLASS - PLEASE COMPLETE:</p> <p>Complete the Chapter 3-5 written assignments and upload in Week 3 classroom using the upload button. Take Chapter 3 Quiz by before Week 4 class start. Read Chapter 3-5 of "Crucial Conversations – Master your stories." Be prepared to discuss Chapter 3-5 in class.</p> <p>Scripture Readings:</p> <p>Ephesians 4:29 Colossians 4:6</p> <p>Proverbs 25:11</p> <p>Matthew 18:15</p>	<p>HOMEWORK - NOTE ASSIGNED DEADLINES</p> <p>Take Week 4 Quiz prior to Week 5 class. Complete Week 4 written assignment and submit in Week 4 classroom. Due prior to Week 5 class. Read Chapter 6-8 of text prior to class. Be prepared to discuss Chapter 6-8 in class.</p> <p>Assignment # 4:</p> <p>You are facilitating a counseling session with a married couple. You witness how the discussion spirals out of control and effective communication becomes crucial. Describe how you recognized signs of unsafety, created a safe space for dialogue, and chose conversation over silence. Reflect on the outcome and any lessons learned.</p> <p>Writing should be formal, written in third person, 12 pt. font, 1.5 line spacing. Points will be deducted for spelling/grammar/punctuation errors – please spellcheck prior to submission.</p>
5	<p>Lecture: Chapters to cover 6-8 “How to Open Your Mouth”</p> <p>Complete the Chapter 6-8 written assignments and upload in Week 4 classroom using the upload button.</p> <p>Take Chapter 4 Quiz by before</p>	<p>HOMEWORK - NOTE ASSIGNED DEADLINES</p> <p>Take Week 5 Quiz prior to Week 6 class. Complete Week 5 written assignment and submit in Week 5 classroom. Due prior to Week 6 class. Be prepared to discuss Chapter 6-8 in class.</p> <p>Assignment # 5</p> <p>Participants are tasked with reflecting on recent crucial</p>

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	<p>Week 5 class start.</p> <p>Read Chapter 6-8 of "Crucial Conversations – How to Open your mouth."</p> <p>Be prepared to discuss Chapter 6-8 in class.</p> <p>Scripture Reading: NASB or ESV</p> <p>Proverbs 15:1</p> <p>James 1:19</p>	<p>conversation, exploring how interpretations and reactions shaped outcomes, managing internal dialogue, applying the "Master My Stories" concept to their communication patterns, and discussing strategies for retracing their path during challenging conversations.</p> <p>The questions and criteria will be uploaded in the classroom.</p> <p>Writing should be formal, written in third person, 12 pt. font, 1.5 line spacing. Points will be deducted for spelling/grammar/punctuation errors – please spellcheck prior to submission</p>
6	<p>Lecture: Chapters 6-8 Continue "How to Open Your Mouth, continued" - State Your Path and Other's Path."</p> <p>Complete the Chapter 6-8 written assignments and upload in Week 5 classroom using the upload button.</p> <p>Take Chapter 6 Quiz by before Week 7 class start.</p> <p>Read Chapter 6-8 of "Crucial Conversations – How to Open your mouth – State your path."</p> <p>Be prepared to discuss Chapter 6-8 in class.</p> <p>Scripture Readings.</p> <p>Proverbs 3:5-6</p>	<p>HOMEWORK - NOTE ASSIGNED DEADLINES</p> <p>Take Week 6 Quiz prior to Week 7 class. Complete Week 6 written assignment and submit in Week 6 classroom. Due prior to Week 7 class.</p> <p>Read Chapter 9 of text book prior to class.</p> <p>Be prepared to discuss Chapter 9 in class.</p> <p>Assignment # 6 Apply Crucial Conversation principals: "state your path", identify the skills that will propel you forward to "speak truth with grace."</p> <p>The criteria for the assignment will be uploaded in the classroom</p> <p>Writing should be formal, written in third person, 12 pt. font, 1.5 line spacing. Points will be deducted for spelling/grammar/punctuation errors – please spellcheck prior to submission.</p>

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	<p>Psalm 32:8</p> <p>Ephesians 4:15</p> <p>James 3:17</p>	
7	<p>Lecture: Chapters 9 – Moving from Dialogue to Action</p> <p>Feedback to the class based on the meeting you had with your team at your local assembly.</p> <p>Scripture Readings:</p> <p>Proverbs 21:5</p> <p>James 1:5</p> <p>Proverbs 15:1</p>	<p>HOMEWORK - NOTE ASSIGNED DEADLINES Take Week 7 Quiz prior to Week 8 class. Complete Week7 written assignment and submit in Week 7 classroom. Due prior to Week 8 class. Read Chapter 10 of text book prior to class.</p> <p>Assignment # 7 Feedback to be given in class:</p> <p>Assignment :Meet with your team members one-on-one to address the long-standing situation at your local assembly. Share the reason for the meeting, emphasizing the decision to resolve the issue amicably based on the principles learned. Then, provide and receive feedback during the class session to refine your approach and ensure mutual understanding.</p> <p>Write a 2-page reflection on how you will implement the decision-making process based on the conversation you had with your team. State the issue, and give a brief overview of what you decided on and what you would like to improve. Outline one SMART goal for a behavior change you wish to achieve, and describe the action plan to ensure accountability and support.</p>
8	<p>Lecture:Sustaining Change and Continuous Improvement – Practice and Evaluate</p> <p>Scenario Planning and Role Playing Exercises. Live Evaluation Session.</p> <p>In groups of two, participants</p>	<p>HOMEWORK - NOTE ASSIGNED DEADLINES Take Week 8 Quiz prior to Week 9 class. Complete Week8 written assignment and submit in Week 8 classroom. Due prior to Week 9 class. Read Chapter 11-12 of text book prior to class.</p> <p>Assignment # 8 Create realistic scenarios based on common issues</p>

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	<p>will act out the given scenarios, applying the crucial conversations principles to navigate the situations effectively.</p> <p>Role-playing will help participants practice and internalize the skills needed for effective communication and conflict resolution.</p> <p>Live Evaluation Session:</p> <p>After the role-playing exercises, participants will engage in a live evaluation session where classmates provide constructive feedback on their performance.</p> <p>This feedback should focus on how well the principles were applied, areas of strength, and opportunities for improvement.</p> <p>Read Chapter 10</p>	<p>faced in biblical contexts, such as resolving conflicts within a church, making group decisions, or setting community goals.</p> <p>These scenarios should reflect the teachings and values found in the Bible, ensuring relevance and authenticity.</p> <p>The criteria will be uploaded in the classroom.</p> <p>Writing should be formal, written in third person, 12 pt. font, 1.5 line spacing. Points will be deducted for spelling/grammar/punctuation errors – please spellcheck prior to submission.</p>
9	<p>Lecture</p> <p>Chapters to Cover:11 How to finish strong.</p> <p>Focus on pages 213 - 216 of the text book</p>	<p>Bring an example of a crucial conversation you were engaged in that went well (before this class). Identify what made it go well. Describe how it relates to what you learned in this course.</p> <p>Bring an example of a time a crucial conversation went badly (before this class). Identify what made it go well. Describe how it relates to what you learned in this course.</p> <p>Assignment # 9.</p> <p>Create an individual video recording, present the scenario, identify a relevant skill, and demonstrate its application for more effective communication.</p>
10	<p>Chapters to Cover: Summary</p> <p>Review of the keyconcepts. Applying principles.</p>	<p>Assignment# 9</p> <p>1.Reflect on your biggest insight from the course and how you plan to implement it in your life. Your</p>

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	<p>Applying change</p> <p>Biblical integration</p> <p>Questions and answers – Open discussion</p> <p>Final Reflection</p> <p>Review of chapters</p> <p>Challenges and solutions</p> <p>Feedback and continuous</p>	<p>reflection should include:</p> <p>A specific scenario where you plan to apply the principles.</p> <p>The steps you will take for and conduct the conversation.</p> <p>How you will seek and use feedback to improve.</p> <p>2.Create a personal action plan for continuing to practice the skills you've learned.</p> <p>Include setting specific goals, identifying accountability partners, and planning regular self-reflection.</p> <p>The reflection pages must be 3-4 in total. Writing should be formal, written in third person, 12pt font, 1,5 line spacing. Points will be for spelling/grammar/punctuation errors – please spellcheck prior to submission.</p>