



**TYNDALE**  
· INTERCULTURAL MINISTRIES CENTRE ·



**TYNDALE**  
LEADERSHIP CENTRE

# Course Syllabus: Conflict Management and Transformation

Fall 2018

September 8, October 13, November 10, December 8, 2018

Saturdays 9am - 4pm

**Tyndale University College & Seminary  
3377 Bayview Avenue, Toronto, Ontario  
Facilitators: Karl Mueller, Suzie Said, Lorinda Lee**

Conflict is a normal part of our lives. It happens in families, churches, ministries, organizations and communities. In Canada's multi-cultural context, cultural differences, coupled with our natural tendency to "do it my way" make conflict inevitable. This means the ability to understand and respond wisely to conflict becomes a compelling priority in our work, ministry, and communities.

Most cross-cultural conflicts are rarely intentional. They occur because underlying cultural values and corresponding rules are not understood. What is surprising is not that we have so many conflicts but rather that given everyone's unique cultural centeredness, there are not more conflicts. Each culture has an intricate network of values that support the rules people use to handle conflict, so that an understanding of these differences is far more complex than one first supposes.

As Christian leaders we are called upon to seek to bring reconciliation wherever it is needed. This sometimes involves managing conflict we are personally involved in, as well as helping friends and colleagues who are in conflict with others.

The causes of conflict can be simple or complex. Whatever their complexity, we need to maintain a positive view of conflict as well as recognizing that these situations are redeemable and can form a good platform for positive change. We should approach conflict, therefore, not as a bad thing, but as an opportunity for learning and growth.

This course is intended to clarify issues in interpersonal, church, ministry, organizational and cross-cultural conflicts. It is designed to provide insights on the different ways people and cultures handle conflict, to evaluate these insights with the Scriptures, and to provide practical guidelines for:

- Understanding conflicts and their causes
- Helping us and others live more harmoniously with our differences
- Developing a positive strategy for dealing with conflict

- Living out the gospel of Jesus Christ effectively and ministering the nurturing grace of God

### Learning Objectives

By the end of this course you should be able to:

- Describe God's design for relationships
- Explain why dealing with conflict is an important skill for Christian leaders
- Analyze the causes and impact of conflicts illustrated in the Bible
- Identify your conflict style in different settings
- Describe how your leadership style informs the way you and others approach conflict
- Compare the various ways that people and cultures handle conflict
- Differentiate between Conflict Management, Conflict Resolution and Conflict Transformation and identify which approach is best for dealing with conflict in the long-term
- Describe how conflict can escalate and how we can de-escalate it
- Describe and demonstrate how to use a mediation process effectively
- Evaluate attitudes toward conflict and apply methods that lead to effective conflict transformation

### Course Schedule

September 8	Course Introduction Biblical Perspectives on Conflict Understanding Conflict	Karl Mueller
October 13	Dealing with Conflict Approaches to Handling Conflict	Suzie Said
November 10	Confession and Forgiveness Attitudes and Methods of Transforming Conflict	Lorinda Lee
December 8	Managing Personal Conflict Mediation: Helping Others Transform Conflict Review and Next Steps	Karl Mueller

### Course Expectations and Assignments

#### Assignment 1 – November 12, 2018

Read the book **Reconcile: Conflict Transformation for Ordinary Christians** by John Paul Lederach (Herald Press, Harrisonburg, 2014). This book is available on Amazon in Canada or at many Christian bookstores.

After reading the book:

- Identify a conflict that you are familiar with – whether it is in your family, ministry, church, workplace or community.
- Describe the issues that led to this conflict.
- Using the insights you have learned from the book, talk about how you would resolve this conflict (if it is ongoing) or how the conflict could have been resolved (if it was in the past).

This assignment should be no longer than 5 pages.

### Assignment 2 – Due December 20, 2018

- a. Identify a conflict situation in your church, ministry, workplace or community which is different than the one you identified in the first assignment.
  - a. Describe the conflict – including how it began, what stage it is in now, and the impact it is having on the church, ministry and/or relationships within the community.
  - b. Using the tools and information you have learned in this course devise a strategy to help the conflicting parties transform the conflict.

This assignment should be no longer than 8 pages.

All assignments should be emailed to Karl Mueller at [kmueller@daintl.org](mailto:kmueller@daintl.org).

### Course Facilitators



**Karl Mueller** is the Canadian Director of DAI and the Senior Consultant for Diaspora Ministry in North America. He has served in leadership with Youth With A Mission, the North American Baptist Conference and Visionled. Karl has also been the President of a Canadian Bible College and a missions/justice pastor in two mega-churches in the USA. He serves on the Board of Directors of several Christian organizations. Karl is a graduate of the University of Alberta and the School of Intercultural Studies at Fuller Theological Seminary (Missiology/Leadership Development).

**Suzi Said** is a DAI Certified Facilitator who has held several senior leadership positions in corporations in North America, Europe and the Middle East. She holds an MA in Leadership and Organizational Management from Evangelical Theological School in Cairo. She is Chairman of the Board of DAI Leadership Ministries in Canada.



**Lorinda Lee** is a DAI Certified Facilitator who has worked in leadership roles in Human Resources for almost 20 years, and is currently the Senior Director of Human Resources at Humber River Hospital in Toronto, Ontario. Lorinda is a graduate of Brock University, York University, Tyndale University College and Seminary and recently received her PhD in Applied Management and Decision Science from Walden University. Lorinda has extensive ministry experience in her local church and in various community organizations. She is also the current Chairman of the Board of Interserve Canada.