

## COURSE SYLLABUS

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# Interpersonal Communication and Conflict Management

Course Lecturers:

Kenneth O. Gangel, PhD

Former Professor of Christian Education at Dallas Theological Seminary

Samuel Canine, PhD

Former Chairman and Professor of Pastoral Ministries at Dallas Theological Seminary

## Course Description

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Organizational communication is a powerful tool of construction or destruction. In this course, learners discover biblical principles of interpersonal communication and conflict management in human relationships. The course gives attention to communication models, self-concept, non-verbal messages, stress, and other strategies that assist Christian leaders in developing interpersonal communication skills. In addition, the course focuses on the nature of conflict, how to identify common styles of conflict management, and how to manage conflict acceptably and productively.

## Course Objectives

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Upon completion of the course, you should be able to do the following:

- Understand the nature of communication and how it works in both interpersonal and organizational context.
- Have improved listening skills with respect to both superiors and subordinates.
- Be able to describe and explain self-concept and how it relates to various aspects of the communication process.
- Be able to implement effective communication in such leadership functions as recruitment, training and supervision.
- Have a clearer understanding of the nature of conflict.
- Have a better understanding of the biblical teaching on conflict and its management.

- Be able to identify common styles individuals employ in managing conflict.
- Be able to recognize and utilize acceptable conflict management strategies.

## Course Lecturers

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*Kenneth O. Gangel, PhD (1935-2009)*

**Education:**

- Mercy College, LittD
- University of Missouri, PhD
- Concordia Seminary, STM
- Fuller Theological Seminary, MA
- Grace Theological Seminary, MDiv
- Taylor University, BA

**Teaching Career:**

- Scholar in Residence, Toccoa Falls College (2000-2009)
- Director of Graduate Studies, Toccoa Falls College (1997-2000)
- Vice President for Academic Affairs and Academic Dean, Dallas Theological Seminary (1992-1997)
- Chairman and Professor of Christian Education, Dallas Theological Seminary (1982-1992)
- President and Professor, Miami Christian College (1974-1982)
- Professor and Founding Director of the School of Christian Education, Trinity Evangelical Divinity School (1970-1974)
- Bible Department Chairman, Registrar, Academic Dean, and Academic Vice President, Calvary Bible College (1960-1969)
- Nearly 50 years of service in higher education

**Other Career Highlights:**

- Lecturer in more than 1,500 churches worldwide
- Lecturer at more than 40 educational institutions
- Member of various regional boards and national councils
- Editor for the leadership publication *The SEAL* (Seeking Excellence in Administrative Leadership)
- Worker for the Kansas City Regional Council for Higher Education in the late 1960s
- Minister, holding various pastorates in the 1950s, 1960s and 1980s
- Voice of “Morning Light,” a daily devotional that aired on more than 100 radio stations across the United States (for over 20 years)

**Publications:**

- Contributor to or editor of 57 books, including *Fathering Like a Father, Feeding and Leading*, (a book he co-authored with his son), *Christian Education: Its History and Philosophy*, and *Team Leadership in Christian Ministry: Using Multiple Gifts to Build a Unified Vision* (perhaps his best-known work)
- Publisher of hundreds of articles for various education and theological journals, including numerous submissions to *Bibliotheca Sacra*, while submitting hundreds of reviews on various books



Samuel Canine, PhD

**Education:**

- Bowling Green State University, MA and PhD
- Dallas Theological Seminary, ThM
- Cedarville College, BA

**Teaching Career:**

- Chairman and Professor of Pastoral Ministries, Dallas Theological Seminary
- Chairman of the Department of Evangelism and professor in Pastoral Training, Moody Bible Institute (1977-1985)
- Faculty, Wayne Bible College (1975)
- Visiting faculty member at Moody Bible Institute, Grand Rapids Baptist Seminary, and Grace Theological Seminary
- Lectures through Moody Radio Network’s “The Radio School of the Bible” have reached believers across the globe

**Other Career Highlights:**

- Ordained Baptist minister
- Associate Pastor of Education, Memorial Baptist Church (Kileen, TX)
- Pastor, assistant pastor, and interim pastor in several churches in Ohio, Indiana, and Texas
- Consultant to Zondervan Publishing House in homiletics
- Cofounder and Codirector of cSc Communications Specialist (1996)
- Honorary Bible teacher at the Moody Keswick Conference in St. Petersburg, Florida
- Member of both The International Communication Association and Christians for Biblical Equality

**Publications:**

- Most widely acclaimed work is *Communication and Conflict Management in Churches and Christian Organizations*, a book he coauthored with his colleague, Dr. Kenneth Gangel
- Other works include *Leadership Handbooks of Practical Theology*, *Handbook on Christian Families*, and *Toward a Harmony of Faith and Learning*

## Recommended Reading

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Though not required, you may choose to read the textbooks shown below to supplement your learning.

Griffin, Em. *Making Friends (And Making Them Count)*. Downers Grove, IL: InterVarsity Press, 1987.

Sande, Ken. *The Peace Maker—A Biblical Guide to Resolving Personal Conflict*. 3rd ed. (revised and updated). Grand Rapids: Baker Book House, 2004.

Textbooks can be ordered through your local bookstore, various online bookstores, or through your preferred eReader when available.

## Course Methods

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The lecture content for each lesson is provided in two easy-to-use formats: audio and PDF text (if available). Students can choose the medium (or combination of media) that most closely aligns with their individual learning styles.

## Course Assessment and Requirements

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Course requirements include:

- Listening to all 24 audio lectures.
- Completing a final self-assessment form in which you will reflect on the content in the course and evaluate your life in light of what you have learned. The specifics of this assessment are provided in the course materials.

Course requirements noted in this syllabus will be validated before a Certificate of Completion is awarded to any student. No numeric or letter grade will be awarded for this course.