#### card of course

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| Subject name | Constructive conflict resolution |

1. Location of the subject in the system of studies

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| 1.1. Programme | Management, Computer science |
| 1.2. Mode of study | Full time studies |
| 1.3. Level of degree | Bachelor degree |
| 1.4. Profile | Practical |

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| 1.5. Speciality | - |
| 1.6. Lecturer responsible for the subject  | Maria Sieńko |

2. General characteristic of the subject

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| 2.1. Connection with a subject group | Directional/practical |
| 2.2. Total credits (ECTS) | 1 |
| 2.3. Language of instruction | English |
| 2.4. Semesters in which the subject is carried out | IV |
| 2.5. Criterion for selection of listeners |  |

1. Learning outcomes and method of conducting classes
	1. Aim of the subject

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| Lp. | Aim of the subject |
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| C1 | To understand the essence and the reasons for interpersonal conflicts. |
| C2 | To acquire the ability to recognise a conflict situation in a group. |
| C3 | To build awareness of one's own behaviour in a conflict situation. |
| C4 | To develop skills of building positive relationships with others. |
| C5 | To identify one's own style of conflict resolution. |
| C6 | To learn the strategies for effective conflict resolution. |
| C7 | To improve skills of stopping the process of conflict escalation at the earliest possible stage of development or helping to resolve conflict at any stage. |

* 1. Learning outcomes, divided into KNOWLEDGE, SKILLS AND COMPETENCIES, with reference to learning outcomes for an area(s) and a field of study

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| Lp. | Description of learing outcomes | Reference to the learning outcomes (symbols) | Form of teaching (Mark with a „X”) |
| ST | NST |
| Classes at the University | Classes on a platform | Classes at the University | Classes on a platform |
| After completing the subject, student in the range of **KNOWLEDGE**,know and understand |
| W1 |  Definition, types and sources of conflict, reasons for escalation of conflict, phases of conflict  | Z1\_W04INF\_W22 |  | X |  | X |
| W2 | The role and types of emotions in conflict, the influence of the group on the emergence and course of conflict.  |  | X |  | X |
| W3 | Methods and styles of conflict resolution, constructive ways of resolving conflict in a group. |  | X |  | X |
| After completing the subject, student in the range of **SKILLS**, can |
| U1 | Indicate and analyse the most important causes and consequences of conflicts and the role of emotions in conflict | INF\_U02, INF\_U09, INF\_U12, Z1\_U02 |  | X |  | X |
| U2 | Characterise the principles and techniques of conflict resolution. |  | X |  | X |
| U3 | List the stages of constructive conflict resolution.  |  | X |  | X |
| U4 | Evaluate different styles of conflict resolution. |  | X |  | X |
| After completing the subject, student in the field of **SOCIAL COMPETENCES**, is able to |
| K1 |  Deepen, complete and improve the acquired knowledge in the field of conflict resolution issues. | INF\_K02, INF\_K03, INF\_K04Z1\_K02 |  | X |  | X |
| K2 |  Seek optimal solutions to conflicts and act in accordance with ethical principles. |  | X |  | X |

3.3. Type of classes and number of hours - full time studies (ST), part time studies (NST)

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| Mode of study | Lecture | Exercises | Project | Workshops | Lab | Seminar | Lectorate | Using distan-ce learning methods and techniques in the form of online classes | Others | **ECTS** |
| **ST** |  |  |  |  |  |  |  | 15 |  | 1 |
| **NST** |  |  |  |  |  |  |  |  |  |  |

3.4. Curriculum content (separately for each type of classes). Mark (X) how the content will be implemented (classes at the university or classes on the platform conducted using distance learning methods and techniques)

Case study concerning specific conflict situations - students will make an analysis (giving the reason of conflict, defining its type, particular phases, giving a way of solving a conflict, defining a way of preventing conflict situations) in a written form and present their work. During the course, students will also participate in exercises and discussions on types, causes and consequences of conflicts, emotions accompanying conflicts and brainstorming on experiences of conflicts, during which the tutor observes the student's involvement in the class.

TYPE OF CLASSES: WORKSHOPS

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| --- | --- | --- | --- |
| Lp. | Treść zajęć | Reference to the subject learning outcomes  | Sposób realizacji (zaznaczyć „X”) |
| ST | NST |
| Classes at the University | Classes on a platform | Classes at the University | Classes on a platform |
| 1. | definition, types, sources, causes and consequences of conflicts  | W1, U1 |  | X |  | X |
| 2. | phases of group conflict.  | W1 |  | X |  | X |
| 3. | role and types of emotions in group conflict | W2, U1, K1 |  | X |  | X |
| 4. | group process vs. conflict situation - how the group influences the emergence and course of conflict.  | W2, U2, K1 |  | X |  | X |
| 5. | methods and styles of conflict resolution  | W3, U2, U4, K1, K2 |  | X |  | X |
| 6. | constructive ways of solving conflict in a group (case study) - students' performance of a case study and presentation of work and its assessment | W1, W2, W3, U1, U2, U3, U4, K1, K2 |  | X |  | X |

3.5. Methods of evaluation of learning outcomes (describe the methods of teaching and verification of learning outcomes and methods of documentation)

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| Learning outcomes | Methods of teaching | Methods of verification of learning outcomes | Methods of documentation |
| KNOWLEDGE |
| W1-W4 | Discussion of issues with the use of multimedia presentation, discussion, case study, brainstorming  | Evaluation of correctness of analysis and presentation of work, observation  | Evaluated written work (analysis) |
| SKILLS |
| U1-U4 | Discussion, case study, brainstorming  | Assessment of the correctness of the analysis and presentation of the work, observation  | Evaluated written work (analysis) |
| SOCIAL COMPETENCES |
| K1-K2 | Discussion, case study, brainstorming  | Assessment of the correctness of the analysis and presentation of the work, observation  | Evaluated written work (analysis) |

3.6. Criteria for assessing the achieved learning outcomes

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| Learning outcome | For a grade of 3 student knows and understands/can/is able to: | For a grade of 4 student knows and understands/can/is able to: | For a grade of 5 student knows and understands/can/is able to: |
| W | 60-75% of the knowledge indicated in the learning outcomes | 76-90% of the knowledge indicated in the learning outcomes | 91-100% of the knowledge indicated in the learning outcomes |
| U | 60-75% of the skills indicated in the learning outcomes | 76-90% of the skills indicated in the learning outcomes | 91-100% of the skills indicated in the learning outcomes |
| K | 60-75% of the skills indicated in the learning outcomes | 76-90% of the skills indicated in the learning outcomes | 91-100% of the skills indicated in the learning outcomes |

3.7. Literature

**Basic:**

* Kelley D, Kelley T, Twórcza odwaga, wyd. MT Biznes, W-wa 2019
* Mediacje: teoria i praktyka, red. nauk. Ewa Gmurzyńska, Rafał Morek. - Wyd. 3 rozszerzone. Warszawa: Wolters Kluwer, 2018
* Carré Ch., Sztuka rozwiązywania konfliktów, Videograf II, Katowice, 2008

**Supplementary:**

1. Rosenberg M. B., Porozumienie bez przemocy, Wydawnictwo Czarna Owca, Warszawa, 2016

4. Student’s workload – balance of credits (ects)

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| **Student’s activity** | **Student’s workload**  |
| **ST** | **NST** |
| **CONTACT HOURS (activities that require direct participation of an academic teacher)** | **15** |  |
| Classes provided by the study plan | 15 |  |
| Consultation (min. 10% of hours provided for any form of classes) | 2 |  |
| **STUDENT’S OWN WORK** | **10** |  |
| Preparation for class, preparation of project work/presentations/etc | 5 |  |
| Preparation for passing the classes | 5 |  |
| **TOTAL STUDENT WORKLOAD** | **25** |  |
| **Credits (ECTS) for a subject** | **1** |  |

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| Date of last change  | 08.03.2024 |
| Changes introduced | Maria Sienko |
| Changes approved | Dr inż. Michalina Gryniewicz-Jaworska  |