

Syllabus	
Course code	
Course name	Conflict Resolution in Organisations
Course version	1
A. The location of the course in the study system	
Level of education	1 / 2
Degree level	Bachelor / Engineer / Master
A form of study	Full-time
Field of study	ERASMUS – Management and Management Engineering
Profile of study	general academic
Specialization	-
Unit administrating course	Faculty of Management
Unit implementing course	Faculty of Management
Course coordinator	Jaksa Michael, PhD Eng.
B. General characteristics of the course	
Block	General
Group of courses	-
Level of the course	Intermediate
Course status	elective
Course language	English
Semester	-
Academic year	2018/19
Prerequisites	No prerequisites are necessary
The minimum number of students	from 25 students, up to the limit of seats in the room (exercise)
C. Learning outcomes and teaching methods	
Aim of the course	<p>The aim of the course is to make the student:</p> <ul style="list-style-type: none"> - had knowledge of the order of activities in the procedures of various methods of conflict resolution in the organizations, - had knowledge of conflict resolution methods, - was able to assess the effectiveness of the use of appropriate conflict resolution procedures depending on the nature of the conflict, - was able to prepare and implement conflict resolution procedures in the organization.

Assessment methods	<p>A. Lecture <i>1. Formative assessment:</i> Correct answers on questions concerning subjects presented during lectures.</p> <p><i>2. Summative assessment: xxx</i> Knowledge test; Grade 3,0 or higher is required to pass.</p> <p>B. Exercise: <i>1. Formative assessment:</i> 1) attendance at classes – min. 50% presence is requested; 2) results of exercises/simulations done during exercises – evaluated is the merit of the exercise and/or the effects of simulated negotiations, student may receive point in a range 0-5 point; 3) an essay (final paper) – written in pairs, a student may receive 0-10 points.</p> <p><i>2. Summative assessment: xxx</i> A student must collect at least 50%+ 1 points from all exercises, simulation and paper; write a final paper; be present at least on 50% classes.</p> <p>C. Final Grade The arithmetic average of positive grades of the lecture and the exercise.</p>								
Learning outcomes	See Table 1								
Form of classes and weekly dimension (number of hours per semester)	<table border="0"> <tr> <td>lecture</td> <td>10</td> </tr> <tr> <td>exercise</td> <td>10</td> </tr> <tr> <td>laboratories</td> <td>0</td> </tr> <tr> <td>projects</td> <td>0</td> </tr> </table>	lecture	10	exercise	10	laboratories	0	projects	0
lecture	10								
exercise	10								
laboratories	0								
projects	0								
The course content	<p>A. Lecture: 1. Introduction to conflicts in organisations and conflict management. 2. The influence of conflict on participants and organisation. 3. Conflict dynamics. Preventing destructive responses and fostering constructive responses to conflict. Constructive communication. 4. Methods of conflict resolution – negotiation, mediation 5. Methods of conflict resolution – facilitation, arbitration</p> <p>B. Exercise: 1. Origins of conflict. Responses to conflict. 2. Types of conflicts. Assessing conflict and designing the process. 3. Settlement and resolution methods - negotiation and mediation. 4. Settlement and resolution methods – facilitation and arbitration. 5. Preventing conflicts.</p>								
Learning outcomes	See Table 1								
Exam	N								
Literature	<p><i>Obligatory:</i></p> <ol style="list-style-type: none"> Fisher R., Ury W., Patton B., 2012. <i>Getting to Yes: Negotiating Agreement Without Giving In</i>, Random House Business Books. Ury W., 1992. <i>Getting Past No. Negotiating with Difficult People</i>, Cornerstone. McConnon S., McConnon M., 2008. <i>Conflict Management in The Workplace</i>, How To Content: Oxford. <p><i>Supplementary:</i></p> <ol style="list-style-type: none"> Runde C.E., Flanagan T.A, 2008. <i>Building Conflict Competent Teams</i>, Jossey-Bass: San Francisco. Pickering P., 1999. <i>How To Manage Conflict</i>, Career Press. 								

	6. Runde C.E., Flanagan T.A, 2007. <i>Becoming a Conflict Competent Leader</i> , Jossey-Bass: San Francisco.
Course website	www.olaf.edu.pl
D. The student workload	
Number of ECTS credits	2 ECTS
Total hours of student work related to the learning outcomes achievement (description):	50h: 10h (lectures) + 10h (exercises) + 20h (essay) + 8x1h (preparing to the classes) + 2h (participating in consultations)
The number of ECTS credits for courses that require the direct participation of teachers	0,88 ECTS: 10h (lectures) + 10h (exercises) + 2h (participating in consultations) = 22h
The number of ECTS credits that the student obtains during the practical classes	1,6 ECTS: 10h (exercises) + 20h (essay) + 8x1h (preparing to the classes) + 2h (participating in consultations) = 40h
E. Additional Information	
Remarks	xxx
Date of last update	

Table 1

General academic profile			
Subject effects		Field of study effects:	Area effects:
Knowledge			
Effect:	w pogłębionym stopniu teorie naukowe właściwe dla nauk o zarządzaniu oraz kierunki ich rozwoju, a także zaawansowaną metodologię badań ze szczególnym uwzględnieniem analityki biznesowej oraz zarządzania projektami	I.P7S_WG.o	P7U_W
Effect code:	I2_W01		
Verification:	Knowledge test, performance of exercises, an essey		
Effect:	fundamentalne dylematy współczesnej cywilizacji w zakresie społecznej odpowiedzialności biznesu oraz zrównoważonego rozwoju	I.P7S_WG.o	P7U_W
Effect code:	I2_W10		
Verification:	Knowledge test, performance of exercises, an essey		
Abilities			
Effect:	identyfikować, interpretować i wyjaśniać złożone zjawiska i procesy społeczne oraz relacje między nimi z wykorzystaniem wiedzy z zakresu zarządzania	I.P7S_UW.o	P7U_U
Effect code:	I2_U01		
Verification:	verification of the exercise, an essey		
Effect:	przy identyfikacji i formułowaniu specyfikacji zadań oraz ich rozwiązywaniu: dobierać i wykorzystywać właściwe metody i narzędzia wspomagające oraz dokonywać oceny opłacalności ekonomicznej wdrożenia tych rozwiązań	I.P7S_UW.o III.P7S_UW.o	P7U_U
Effect code:	I2_U16		
Verification:	verification of the exercise, an essey		
Social Competence			
Effect:	krytycznej oceny odbieranych treści	I.P7S_KK	P7U_K
Effect code:	I2_K01		

Verification:	evaluation of cooperation in the classroom and the way of conducting the task in a team		
Effect:	uznawania znaczenia wiedzy w rozwiązywaniu problemów poznawczych i praktycznych oraz konieczności samokształcenia się przez całe życie	I.P7S_KK	P7U_K
Effect code:	I2_K02		
Verification:	evaluation of cooperation in the classroom and the way of conducting the task in a team		
