



Syllabus Course Program



CONFLICTOLOGY

Specialty

053 Psychology

Educational program

Psychology

Level of education

Bachelor's level

Semester

8

Institute

Social and Humanitarian Technologies

Department

of Pedagogy and Psychology of Social System Management named after Academician I.A. Zyaziun (301)

Course type

Special (professional), Mandatory

Language of instruction

English

Lecturers and course developers

**Olga Grybko**

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PhD in Public Administration

Associated Professor of Department of Pedagogy and Psychology of Social System Management named after Academician I.A. Zyaziun NTU «KhPI». Scientific work experience – 16 years. Author over 35 scientific papers. Leading lecturer in disciplines: Psychology of safety of human activity, Economic Psychology (2021-2023), Political Psychology, Conflictology, State social policy, National security, Methodology of organization of scientific researches, European studies, Technology of decision making in management.

[More about the lecturer on the department's website](#)

General information

Summary

During learning the discipline, should be formed the purposeful mastering by students of theoretical knowledge of the theory of the development of conflict science, its general provisions, goals, methods and the application of this knowledge in various fields of human activity, as well as the prevention, neutralization and resolution of intrapersonal and interpersonal conflicts and contradictions, forming a constructive approach to the surrounding people, building a system of positive relationships.

Course objectives and goals

The purpose of discipline's teaching is: is to form a system of knowledge about the psychological regularities of the formation and development of interpersonal relations, as well as disputes and problems that arise in the event of violations of interpersonal relations, the practical formation of the abilities and skills of a constructive approach and analysis of emerging contradictions and conflicts.

Format of classes

Lectures, practices, consultations, self-study. Final control in the form of an exam.

Competencies

General competencies:

GC8. Skills of interpersonal interaction.

Special Competencies:

SC3. Ability to understand the nature of behavior, activities and deeds.

SC18. Ability and readiness to use main methods and tools of prevention and resolving of conflicts.

Learning outcomes

PR9. To offer own ways of solving psychological problems and problems in the process of professional activity, to make and argue own decisions on their solution

PR13. Interact, communicate, be understandable, tolerant of people with other cultural or gender differences

Student workload

The total volume of the course is 120 hours (4 ECTS credits): lectures - 30 hours, practices - 10 hours, self-study - 80 hours.

Course prerequisites

Previous disciplines: Psychodiagnosis, Age psychology. Necessary knowledges are understanding of humans' psychic development, gender and age differences, understanding of various methods of people's behavior evaluating.

Features of the course, teaching and learning methods, and technologies

Methods of teaching in the discipline "Conflictology" are:

- verbal (conversation, discussion, lecture, work with a book);
- visual (illustration with practical examples);
- practical (practical exercises).

Active teaching methods used: discussion, brainstorming, problem-based methods, method of specific practical pedagogical situations, educational, business and role-playing games.

Program of the course

Topics of the lectures

Topic 1. Conflict as an object of study

1. Interpretation of the conflict by everyday consciousness and science 2. Classifications of types of conflict phenomena 3. Signs of Conflict 4. The formation of conflictology

Topic 2. Psychological tradition of conflicts' studying

1. Freud: conflict as a permanent element of human mental life 2. Horney: "Our internal conflicts" 3. Erickson: a new look at conflicts 4. Situational approaches: the study of conflict as a reaction to an external situation 5. Research by M. Deutsch: conflict as a form of response to a competitive situation 6. M. Sheriff: situational approach in the study of intergroup conflicts 7. Cognitive Approaches: Conflict as a Cognitive Phenomenon 8. Theories of balance 9. Dominance of practical orientation.

Topic 3. Types of conflicts

1. Personal conflicts 2. Motivational conflicts 3. Cognitive conflicts 4. Role conflicts 5. Intrapersonal contradictions and conflicts 6. Interpersonal conflicts: Psychoanalytic interpretation 7. Conflicts in various areas of interaction 8. Intergroup conflicts: motivational approaches, situational approaches, cognitive approaches 9. Intragroup conflicts 10. L. Coser: Positive Functions of Intragroup Conflicts K. Levin: "Space of Free Movement" 11. M. Deutsch: the dependence of the intragroup situation on the nature of the relationship between members of the group.

Topic 4. Methods for studying conflict

1. Experimental Studies of Conflict in the Laboratory: Playing Procedures and Conflict Creation 2. Experiments with provoking conflicts in natural conditions 3. The study of specific forms of social interaction as models of conflict 4. Questioning methods.

Topic 5. How conflicts are described

1.Categories of the problem field for describing conflicts 2.The content of the concept of conflict in everyday consciousness 3.Structural characteristics of the conflict 4.Parties (participants) of the conflict 5.Terms of conflict 6.The subject of the conflict 7.Actions of the participants in the conflict 8.Outcome of the conflict 9.Dynamic characteristics of conflicts.

Topic 6. The emergence of conflicts: assessment of the situation

1.Critical life situations 2.Objective-subjective nature of conflicts 3.Perception of the situation 4.Definition of the situation 5.Defining a situation as a conflict 6.Group factors in determining the situation 7.Individual factors determining the situation.

Topic 7. The emergence of conflicts: the response strategy choice

1.Human response to problems 2.A Two-Dimensional Model of Conflict 3.Avoiding conflict 4.Suppression 5.Dialogue/Collaborating 6.Accommodating 7.Compromise 8.Controlling.

Topic 8. Conflict interaction

1.Motives and goals of interaction participants 2.Interaction strategies and tactics 3.Process and types of impact 4.Techniques of "fight" 5.Methods of constructive interaction 6.Unresolved issues 7.Regulators of conflict interaction 8.Situational context of interaction 9.Psychological orientations of the participants in the conflict 10.Socio-perceptual regulators 11.Regulatory regulators 12.Normative substantiation of one's position and behavior 13.Criterion of fairness/unfairness 14.Rules for interaction in conflict situations 15.Cultural Norms of Engagement in Conflict 16.Ethical norms of interaction in conflict 17.Models of development of an interpersonal conflict situation.

Topic 9. Conflict resolution

1.Establishment of conflict management practice 2.Transition from studying conflicts to resolving them 3.Beginning practical work with conflicts 4.Modern position 5.Basic concepts of conflict management 6."Prevention" of conflict 7.Basic terms and concepts 8.Constructive or destructive development of conflicts: factors of their "controllability" 9.Ways to resolve conflicts 10."Force" methods of conflict resolution 11.Negotiation 12.Third Party Involvement in Conflict Resolution 13.The main forms of conflict resolution with the help of a third party 14.Arbitration 15.Mediation 16.The psychology of people against the efforts of conflictology.

Topic 10. Working with conflicts: a psychological tradition

1. Psychotherapy: a dialogue of a person with himself 2.Psychoanalytic work with conflict 3.Behavioral psychotherapy 4.Psychological counseling 5.Group psychotherapeutic work 6.Interaction between psychologist and client 7.Conflict analysis 8.Separate work with participants in the conflict.

Topics of the workshops

Topic 1. Conflict as an object of study

Discussion of lecture's material. Making ox of Classifications of conflict phenomena types.

Topic 2. Psychological tradition of conflicts' studying

Discussion of lecture's material. Choose any traditional theory and based on it describe certain conflict.

Topic 3. Types of conflicts

Discussion of lecture's material. Giving examples from life/book/movie of: 1.Personal conflicts 2.Motivational conflicts 3.Cognitive conflicts 4.Role conflicts.

Topic 4. Methods for studying conflict

Discussion of lecture's material. Using questioning methods to describe certain conflict.

Topic 5. How conflicts are described

Discussion of lecture's material. To characterize (subject, object, time, parties, outcome) of certain conflict.

Topic 6. The emergence of conflicts: assessment of the situation

Discussion of lecture's material. Role play game.

Topic 7. The emergence of conflicts: the response strategy choice

Discussion of lecture's material. Using Two-Dimensional Model of Conflict to analyze certain conflict.

Topic 8. Conflict interaction

Discussion of lecture's material. Essay presentation.

Topic 9 Conflict Resolution

Discussion of lecture's material. Essay presentation.

Topic 10. Working with conflicts: a psychological tradition

Discussion of lecture's material. Essay presentation.

Topics of the laboratory classes

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Self-study

Studying of lecture material, Preparation for practical studies, Preparing Essay (topic is chosen from the list). Control is provided on workshops.

Course materials and recommended reading

BASIC LITERATURE

1. Augsburg, David W. Conflict Mediation Across Cultures: Pathways & Patterns, Westminster/John Knox Press, Louisville, Kentucky, 1992.
2. Deutsch, M. (1973). The Resolution of Conflict: Constructive and Destructive Processes. New Haven: Yale University Press.
3. Fisher, Simon., et al, Working with Conflict: Skills & Strategies for Action, Zed Books & Responding to Conflict, New York, 2000.
4. Schellenberg, James A., Conflict Resolution: Theory, Research and Practice, State University of New York Press, New York, 1996.
5. Thomas, K. W. (1976). Conflict and Conflict Management. In M. Dunnette (Ed.) Handbook of Industrial and Organizational Psychological. Chicago: Rand McNally.

ADDITIONAL LITERATURE

1. Harr, B.F., (1999). Strategies for Resolving Interpersonal Conflicts in Adolescence. Journal of Cross-Cultural psychology, 30, 6, 667-684.
2. Kraybill, Ron., et al, Peace Skills: Manual for Community Mediators, Jossey-Bass, San Francisco, 2001.
3. Rahim, M. A. (1983a). A Measure of Styles of Handling Interpersonal Conflict. Academy of Management Journal, 26, 368-376
4. Tidwell, Alan C., Conflict Resolved: A Critical Assessment of Conflict Resolution, Pinter, London and New York, 1998.

INFORMATION RESOURCES ON THE INTERNET

1. NTU "KhPI" repository.
2. Conflict Resolution Strategies and Skills. Commonwealth Youth Programme. UNITED KINGDOM URL : <http://www.ebookbou.edu.bd/Books/Text/SARD/DYDW/module10.pdf>
3. Handbook of conflict resolution. URL : <https://inclassreadings.files.wordpress.com/2018/07/handbook-of-conflict-resolution.pdf>
4. Conflict Theory According to Lewis A Coser's Perspective (April 4, 2023 by Arief Budiman) URL : <https://sinaumedia.com/conflict-theory-according-to-lewis-a-cosers-perspective/>

Assessment and grading

Criteria for assessment of student performance, and the final score structure

Control of the systematic implementation of independent work and activity in practical classes
The assessment is carried out on a 5-point scale according to the following criteria:

- 1) understanding, the degree of assimilation of the theory and methodology of the problems being considered;
- 2) the degree of mastering the material of the discipline;
- 3) familiarization with the recommended literature, as well as with modern literature on the issues that are being considered;
- 4) the ability to combine theory with practice when considering production situations, solving problems, performing calculations when performing tasks submitted for independent work, and tasks submitted for consideration in the classroom;
- 5) logic, structure, style of presentation of material in written works and when speaking in an audience, the ability to substantiate one's position, generalize information and draw conclusions.

The mark "excellent" is given if the student's completed assignment or his oral answer meets all five specified criteria.

The absence of one or another component lowers the mark by the corresponding number of points.

When evaluating practical tasks, attention is also paid to their quality and independence, the timeliness of the delivery of completed tasks to the teacher (according to the schedule of the educational process). If any of the requirements are not met, the score will be lowered.

Intermediate control

Intermediate control of the level of knowledge involves the identification of the student's mastering of the material of the lecture material and the ability to apply it to solve a practical situation and is carried out in the form of control work.

Final control

The final grade for the discipline is calculated as the average of several components, taking into account the assessments of each type of control (two assessments based on the results of the current modular control, an assessment for the course project and the final test).

Grading scale

Total points	National	ECTS
90-100	Excellent	A
82-89	Good	B
75-81	Good	C
64-74	Satisfactory	D
60-63	Satisfactory	E
35-59	Unsatisfactory (requires additional learning)	FX
1-34	Unsatisfactory (requires repetition of the course)	F

Norms of academic integrity and course policy

The student must adhere to the Code of Ethics of Academic Relations and Integrity of NTU "KhPI": to demonstrate discipline, good manners, kindness, honesty, and responsibility. Conflict situations should be openly discussed in academic groups with a lecturer, and if it is impossible to resolve the conflict, they should be brought to the attention of the Institute's management.

Regulatory and legal documents related to the implementation of the principles of academic integrity at NTU "KhPI" are available on the website: <http://blogs.kpi.kharkov.ua/v2/nv/akademichna-dobrochesnist/>

Approval

Approved by



15.06.23

Head of the department
Oleksandr ROMANOVSKIY

Guarantor of the educational
program
Zhanna BOHDAN

14.06.23