



Syllabus Course Program



PEDAGOGICAL CONFLICTOLOGY

Specialty

011 Educational, pedagogical sciences

Institute

Educational and Scientific Institute of Social and Humanitarian Technologies

Educational program

Pedagogy of higher education

Department

Pedagogy and Psychology and Social System Control named after I. A. Ziaziun (301)

Level of education

Master's level

Course type

Elective

Semester

2

Language of instruction

English

Lecturers and course developers



Nataliia SEREDA

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PhD in Art Sciences, Associate Professor, Pedagogy and Psychology and Social System Control named after I. A. Ziaziun Department, NTU "KhPI".

Work experience - 18 years. The author of more than 100 scientific, educational and educational-methodological works. Leading lecturer in the disciplines: «Pedagogical communication and rhetoric», «Fundamentals of oratory», «Pedagogical rhetoric», «Business communication and rhetoric», «Pedagogical conflictology», «Pedagogical ethics», «Fundamentals of public relations», «Psychology of art», «Ethics of psychologist's professional activity».

More about the lecturer on the department's website

<https://web.kpi.kharkov.ua/ppuss/uk/portfolio-seredi-nataliyi-viktorivni/>

General information

Summary

In the course «Pedagogical conflictology» students will be able to explore the psychological and pedagogical causes of conflicts in pedagogical situations, the essence of pedagogical conflict, its features and structure; master the strategies of teacher behavior in a conflict situation and models of conflict resolution; learn how to manage a conflict situation, choose an appropriate way to resolve conflicts constructively in various pedagogical situations; conduct negotiations, facilitation, mediation and arbitration to resolve the conflict.

Course objectives and goals

The purpose of the course is to form students' knowledge about the causes, mechanisms of pedagogical conflicts, methods of their prevention and constructive solution, the specifics of conflict management in the socio-pedagogical process; to get skills to control the conflict situation, diagnose conflicts, solve them constructively; to perceive the conflict positively and use it in pedagogical activities pragmatically; to get knowledge of conflict resolution in a multicultural environment.

Format of classes

Lectures, practical classes, consultations, self-study. Final control is in the form of a Graduating Test.

Competencies

GC 3. Ability to apply knowledge in practical situations.

GC 6. Ability to identify, pose and solve problems.

GC 7. Ability to interpersonal interaction.

CS 3. Ability to take into account the diversity, individual characteristics of students in the planning and implementation of the educational process in the educational institution.

CS 10. Ability to determine the essence of leadership and apply effective approaches to the formation of the personality of the teacher as a leader.

Learning outcomes

LO3. To form pedagogically expedient partnership interpersonal interaction; to carry out business communication, to clearly and unambiguously convey one's own reasoning, conclusions and arguments on issues of education and pedagogy to specialists and the general public; to conduct a problem-thematic discussion.

LO10. To make effective, responsible decisions on issues of management in the field of education/pedagogy, particularly in new or unfamiliar environments based on many criteria or with incomplete/limited information.

LO12. Be able to determine the essence of leadership and apply effective approaches to the formation of the personality of the teacher as a leader.

Student workload

The total volume of the course is 180 hours (6 ECTS credits): lectures – 32 hours, practical classes – 32 hours., independent work – 116 hours.

Course prerequisites

To successfully pass the course, you need to have knowledge and practical skills in the disciplines: «Pedagogy and psychology of higher education» and «Pedagogical communication and rhetoric».

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

Lectures are conducted interactively using multimedia technologies. Lectures include: story, explanation, demonstration, discussion.

In practical classes, students perform group and individual tasks.

According to the sources of knowledge, the following teaching methods are used: verbal - conversation, discussion, lecture, work with the book; visual - illustration with practical examples, presentation; gaming - role-playing, business games; documentary - work with documents, analysis, preparation of documents; interactive - selection and discussion of video materials, cases, speech with presentation; self-study - processing of lecture material and professional literature; research - theoretical analysis of scientific sources, empirical research.

By the nature of the logic of knowledge, the following methods are used: analytical, synthetic, analytical-synthetic, inductive, deductive.

By the level of independent mental activity, methods are used: problematic, partially exploratory, research.

Learning materials available to students in Google Disk and One Drive cloud environments.

Program of the course

Topics of the lectures

Topic 1. Theoretical aspects of conflicts in pedagogical situations: essence, characteristic features, structure of pedagogical conflicts

The concept of conflict in the historical aspect. Mechanisms of conflict. Prerequisites for the emergence of conflicts in pedagogical interaction. Peculiarities of the organization of the teacher's pedagogical interaction with other participants in the pedagogical process; contradictions and difficulties in establishing contact in pedagogical interaction. The style of relations between teachers and other participants in the pedagogical process. Features of pedagogical conflicts. The essence, characteristic features, the structure of pedagogical conflicts. Interpretation of the conflict; distinguishing pedagogical conflicts and violations of discipline, disputes, quarrels in the educational process. The structure of the pedagogical conflict, the characteristics of its main components. Levels of conflict (dispute, hidden conflict, deep conflict). Dynamics, escalation of the pedagogical conflict, its stages.

Topic 2. Classification of pedagogical conflicts

Interpersonal conflicts in the educational process and intra-personal conflicts. Features of conflicts in pedagogical communication (conflicts of perception, communication, interaction). Types of pedagogical situations. Characteristics of conflicts of activity, actions, interpersonal relationships in pedagogical situations. Classification of pedagogical conflicts by the causes of their occurrence. Classification of conflicts according to the participants («teacher – administration», «teacher – teacher», «teacher – student», «teacher - student group», «teacher – parents» conflicts). Features of perception of conflicts by the individual, teachers, students, management, parents. Psychological and pedagogical causes of pedagogical conflicts. Taking into account the age characteristics of student development as a prerequisite for conflict situations. Pedagogical causes of conflicts. Assessment, analysis of pedagogical situations and conflict prevention. The concept of a pedagogical situation. Stages of analysis of the pedagogical situation and decision-making. Solving problems of discipline violation in the educational process. Prevention of conflict behavior of students, parents. Conflict management technology. Types of analysis of pedagogical conflicts and the choice of ways to solve them. Psychological features of the assessment of pedagogical conflicts. Approaches, variants of pedagogical conflict analysis; predicting ways to resolve the conflict.

Topic 3. Strategies of teacher behavior in a conflict situation

Types of reactions of pedagogical process subjects to a conflict situation. Classification of teacher behavior styles in conflict situations (competing, compromising collaborating, accommodating, avoiding). Positive and weak sides of behavior strategies in pedagogical situations. Criteria for choosing a constructive behavior style. Coordination of strategies for the actions of participants in the pedagogical conflict. Organization of teacher communication in conflict situations. The concept of «conflict personality». Typology of conflict personalities. Behavior strategies in communication and interaction with conflict personalities. Conflict management. Getting rid of barriers in pedagogical communication. Adherence to a democratic style of communication. Rejection of negative levels of communication. Providing conditions for constructive communication, appropriate techniques. Application of dispute resolution rules. The structure of the process, ways to solve the pedagogical conflict. Stages of establishing contact in a conflict situation. Criteria for constructive solution of the problem. Stress resistance. Managing emotions. Leadership qualities of a teacher in conflict resolution.

Topic 4. Negotiation, facilitation, mediation and arbitration for conflict resolution

Ways to resolve the conflict, the conditions for their application (negotiations, facilitation, mediation, arbitration). Features, the procedure for negotiating the teacher with students, parents, colleagues, management. The essence of the negotiations, their types (hard, soft, collaborative). Analysis of each stage of the negotiations. Features of facilitation in interpersonal conflicts of students. The concept of facilitation. Conditions of use of facilitation. Способи організації процесу фасилітації. Умови ефективної організації медіації. Суть медіації та її відмінність від фасилітації. Ways of organizing the facilitation process. Conditions for the effective organization of mediation. The essence of mediation and its difference from facilitation. Principles of organization of the mediation process and mediator behavior. Stages of mediation. Reflection of the process. Features of the application of arbitration. Characteristics of non-judicial arbitration, difference from mediation. Stages of arbitration, their analysis.

Topics of practical classes

Topic 1. Theoretical aspects of conflicts in pedagogical situations: essence, characteristic features, structure of pedagogical conflicts

Psychodiagnosics of conflict and conflict behavior.

Topic 2. Classification of pedagogical conflicts

Organization of practical exercises and role-playing games on the analysis of pedagogical conflicts.

14. Polishchuk, G., Demchenko, A., & Blaise, H. (2021). Conflictological competence of future specialist as the development factor of sanogenic potential. *Scientific Journal of Polonia University*, 39(2), 205-215. <https://doi.org/10.23856/3928>

Assessment and grading

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

100% of the final grade consists of assessment results in the form of a Graduating Test (20%) and ongoing assessment (80%).

Graduating Test: online-test (10%) and a practical task – solving a conflict pedagogical situation (10%).

Current assessment: performing tasks in practical classes (40%), current tasks for independent work (40%).

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

Date, signature

Head of the department
Nina PIDBUTSKA

Date, signature

Guarantor of the educational program
Nataliia SEREDA