



Syllabus of the educational discipline «Conflictology»

Specialty	<i>073 Management</i>
Educational program	<i>073.040 Business Administration</i>
Level of education	<i>First (bachelor)</i>
Discipline status	<i>Selective</i>
Teaching language	<i>English</i>
Course / semester	<i>4 course, 7 semester</i>
Number of credits ECTS	<i>4</i>
Distribution by types of trainings and hours of study	<i>Lectures – 24 hours. Practical studies – 24 hours. Independent training – 72 hours.</i>
Form of final assessment	<i>Pass</i>
Department	<i>Management and Business Department, 703 (library block), +38 057 702 01 46, www.kmib-hneu.com</i>
Teacher (-s)	<i>Mazorenko Oksana Volodymyrivna, PhD, Associate Professor</i>
Teacher's contacts	<i>oksana.mazorenko@hneu.net</i>
Days of the classes	<i>According to the schedule</i>
Consultations	<i>According to the schedule: 703 (library block) – offline; in Zoom - online; both individual and in group</i>
<p>The purpose of the discipline is formation of students of the system of fundamental knowledge on conflictology, mastery of practical skills of conflict resolution at different levels and combating the effects of stress as a negative consequence of conflict situations.</p>	
<p style="text-align: center;">Prerequisites for learning <i>Sociology</i></p>	
<p style="text-align: center;">Content of the educational discipline</p>	
<p>Content module 1. Features of conflicts in different spheres</p>	
<p>Theme 1. Subject, content, structure and tasks of the discipline.</p>	
<p>Theme 2. Conflict and its nature.</p>	
<p>Theme 3. Conflict situation and incident.</p>	
<p>Theme 4. Personality as a subject of conflict.</p>	
<p>Theme 5. Conflict as a form of communication. Barriers to misunderstanding and ways to overcome them.</p>	
<p>Theme 6. The nature of conflicts that arise as a result of working together. Objective reasons for the emergence of business conflicts.</p>	
<p>Content module 2. Conflict resolution technologies</p>	
<p>Theme 7. Conflict in the "Team - Leader" system and ways of managing it.</p>	
<p>Theme 8. Personnel management as a source of conflicts.</p>	
<p>Theme 9. Potential conflicts in the non-productive sphere.</p>	
<p>Theme 10. The range of possible outcomes from the conflict. Consequences of conflicts.</p>	
<p style="text-align: center;">Material and technical support (software) of the discipline <i>Laptop, Power Point MS Office, Multimedia Projector</i></p>	
Course page on the Moodle platform (personal training system)	<i>Course description, Working plan, Syllabus, Lectures (presentations), Practical tasks (methodical recommendations), Homeworks; Tests, Additional learning materials. https://pns.hneu.edu.ua/course/view.php?id=670</i>



Recommended literature

1. Миронова О. М. Конфліктологія : навч. посібник / О. М. Миронова, О. В. Мазоренко. – Х. : Вид. ХНЕУ, 2011. – 168 с.
2. Скібіцька Л.І. Конфліктологія: навч. посіб. для студ. вищ. навч. закладів / Л.І. Скібіцька. – К.: ЦУЛ, 2007. – 383 с.
3. Джелалі О.В. Психологія вирішення конфліктів: Навч. посіб. / О.В. Джелалі, А.В. Кудін. – К.; Х.: б.в., 2006. – 318 с. **Additional**

Assessment system of learning outcomes

Current control carried out during the semester during lectures, practical, seminars, and is estimated by the sum of the points scored (maximum amount - 100 points); final / semester control, conducted in the form of final control work as a discount on the teacher's initiative, taking into account the current control over the corresponding content module, and aims at an integrated assessment of the student's learning outcomes after studying the material from the logically completed part of the discipline content module. A student should be considered certified if the sum of the points obtained from the results of the current and final control over the semester is equal or exceeds 60.

More detailed information on assessment is given in the technological card of the discipline.

Accumulation of rating points in the discipline (example)

Types of training	Max points
Lectures	12
Practical studies (seminars)	12
Competence-oriented tasks	30
Express Test	16
Written Test	30
Max points	100

Transference of Simon Kuznets KHNUE Characteristics of Students' Progress into the System of the ECTS Scale

Total score on a 100-point scale	ECTS assessment scale	Assessment on the national scale	
		for exam, differentiated test, course project (work), practice, training	for pass
90 – 100	A	excellent	pass
82 – 89	B	good	
74 – 81	C	satisfactory	
64 – 73	D		
60 – 63	E	unsatisfactory	not pass
35 – 59	FX		
1 – 34	F		

Discipline policies

Policy of academic integrity,
Absenteeism policy.

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, independent training is given in the Syllabus (working plan) of the educational discipline (<http://repository.hneu.edu.ua/handle/123456789/21001>).