



Syllabus of the course « Conflictology »

Specialty	All
Study Programme	All
Study cycle (Bachelor, Master, PhD)	the first (Bachelor) level of higher education
Course status	selective
Language	English
Term	second year, fourth semester
ECTS credits	5
Workload	Lectures – 30 hours. Practical studies – 30 hours. Laboratory studies – 0 hours. Self-study – 90 hours.
Assessment system	Grading
Department	Department of Management and Business, auditorium 703 of the library building, phone: (057) 702-01-46 (2-96), website: https://www.kmib.hneu.edu.ua
Teaching staff	Mazorenko Oksana Volodymyrivna, PhD, Associate Professor
Contacts	oksana.mazorenko@hneu.net
Course schedule	Lectures: according to the schedule Practical studies: according to the schedule
Consultations	At the Department of Management and Business, offline, according to the schedule, individual, PNS chat.
Learning objectives and skills:	
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.	
Structural and logical scheme of the course	
Prerequisites	Postrequisites
-	-
-	-
Course content	
Content module 1. Features of conflicts in different spheres	
Theme 1. Subject, content, structure and tasks of the discipline.	
Theme 2. Conflict and its nature.	
Theme 3. Conflict situation and incident.	
Theme 4. Personality as a subject of conflict.	
Theme 5. Conflict as a form of communication. Barriers to misunderstanding and ways to overcome them.	
Theme 6. The nature of conflicts that arise as a result of working together. Objective reasons for the emergence of business conflicts.	
Content module 2. Conflict resolution technologies	
Theme 7. Conflict in the "Team - Leader" system and ways of managing it.	
Theme 8. Personnel management as a source of conflicts.	



Theme 9. Potential conflicts in the non-productive sphere.

Theme 10. The range of possible outcomes from the conflict. Consequences of conflicts.

Teaching environment (software)

Multimedia projector, S. Kuznets PNS, Corporate Zoom system

Assessment system

Assessment of students' learning outcomes is carried out by the University according to the cumulative 100-point system.

Current control is carried out during lectures and practical (seminar) classes and aims to assess the level of students' readiness to perform particular tasks, and is assessed by the amount of scored points.

The maximum amount during the semester – 100 points; the minimum amount required is 60 points.

Current control includes the following assessment methods: creative tasks, presentations, testing, writing essay.

More detailed information on assessment and grading system is given in the technological card of the course.

Course policies

Teaching of the academic discipline is based on the principles of academic integrity.

Violation of academic integrity includes academic plagiarism, fabrication, falsification, cheating, deception, bribery, and biased assessment.

Educational students may be brought to the following academic responsibility for breach of academic integrity: repeated assessment of the corresponding type of learning activity.

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, self-study is given in the Course program.