



Syllabus of the course
« Conflictology»

Specialty	<i>All</i>	
Study Programme	<i>All</i>	
Study cycle (Bachelor, Master, PhD)	<i>the first (Bachelor) level of higher education</i>	
Course status	<i>selective</i>	
Language	<i>English</i>	
Term	<i>second year, fourth semester</i>	
ECTS credits	5	
Workload	<i>Lectures – 30 hours.</i> <i>Practical studies – 30 hours.</i> <i>Laboratory studies – 0 hours.</i> <i>Self-study – 90 hours.</i>	
Assessment system	<i>Grading</i>	
Department	<i>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</i>	
Teaching staff	<i>Mazorenko Oksana Volodymyrivna, PhD, Associate Professor</i>	
Contacts	oksana.mazorenko@hneu.net	
Course schedule	<i>Lectures: according to the schedule</i> <i>Practical studies: according to the schedule</i>	
Consultations	<i>At the Department of Management and Business, offline, according to the schedule, individual, PNS chat.</i>	
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.