#### card of course

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| Subject name | Constructive conflict resolution |

1. The placement of the subject in the study system

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| 1.1. Field of study | Management |
| 1.2. Form and path of study | Full-time/Part-time |
| 1.3. Level of education | First-cycle studies |
| 1.4. Study profile | Practical |

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| 1. 5. Specialty | - |
| 1.6. Subject Coordinator | Mgr Piotr Skrzypczak |

2. General characteristics of the subject

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| 2.1. Belonging to a subject group | University-wide |
| 2.2. Number of ECTS | 1 |
| 2.3. Language of lectures | English |
| 2.4. Semesters in which the subject is taught | IV |
| 2.5.Criteria for selecting course participants | - |

1. Learning outcomes and course delivery
   1. Subject Objectives

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| No. | Subject Objectives |
|
| C1 | Understanding the nature and causes of interpersonal conflicts. |
| C2 | Acquiring the ability to recognize a conflict situation in a group. |
| C3 | Building awareness of one's own behaviour in a conflict situation. |
| C4 | Expanding the ability to build positive relationships with others. |
| C6 | Learning strategies for effective conflict resolution. |

* 1. Subject-specific learning outcomes, divided into knowledge , skills and competences , with reference to the directional learning outcomes

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| No. | Description of subject  learning outcomes | Reference to  directional effects  learning (symbols) | Method of implementation (mark "X") | | | |
| ST | | NST | |
| Classes at the University | Activities on  the platform | Classes at the University | Activities on  the platform |
| After passing the course, the student knows and understands **the knowledge** | | | | | | |
| W1 | Definition, types and sources of conflicts, causes of conflict escalation, conflict phases | Z1\_W07 | X |  | X |  |
| W2 | The role and types of emotions in conflict, the influence of the group on the emergence and course of conflict. | X |  | X |  |
| W3 | Methods and styles of resolving conflicts, constructive ways of resolving conflict in a group. | X |  | X |  |
| After passing the course, the student is **able** to: | | | | | | |
| U1 | Identify and analyze the most important causes and consequences of conflicts and the role of emotions in conflict | Z1\_U14 | X |  | X |  |
| U2 | Characterize the principles and techniques of conflict resolution. | X |  | X |  |
| U3 | List the stages of constructive conflict resolution. | X |  | X |  |
| U4 | Evaluate different styles of conflict resolution. | X |  | X |  |
| After completing the course, the student is ready to take part in **social competences.** | | | | | | |
| K1 | Searching for optimal solutions to conflicts and acting in accordance with ethical principles. | Z1\_K06 | X |  | X |  |

3.3. Forms of teaching and their number of hours - Full-time studies (ST), Part-time studies (NST)

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Path | Lecture | Exercises | Design | Workshop | Laboratory | Seminar | Lecturer | Classes conducted using distance learning methods and techniques in the form of ………………. | Other | **ECTS points** |
| **ST** |  |  |  | 15 |  |  |  |  |  | 1 |
| **NST** |  |  |  | 10 |  |  |  |  |  | 1 |

3.4. Content of education (separately for each form of classes: (W, ĆW, PROJ, WAR, LAB, LEK, OTHER). It should be marked (X) how the given content will be implemented (classes at the university or classes on the e-learning platform conducted using distance learning methods and techniques)

TYPE OF CLASS: WORKSHOP

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| No. | Content of the course | Reference to  the effects in question  learning | Method of implementation (mark "X") | | | |
| ST | | NST | |
| **Classes at the University** | **Activities on  the platform** | **Classes at the University** | **Activities on  the platform** |
| 1. | Definition, types, sources, causes and consequences of conflicts | W1, U1 | X |  | X |  |
| 2. | Phases of group conflict. | W1 | X |  | X |  |
| 3. | The role and types of emotions in group conflict. | W2, U1 | X |  | X |  |
| 4. | Group process and the conflict situation - how the group influences the emergence and course of conflict. | W2, U2 | X |  | X |  |
| 5. | Conflict Resolution Methods and Styles | W3, U2, U4, K1 | X |  | X |  |
| 6. | Constructive ways of resolving conflict in a group (case study) – students perform a case analysis and present their work and evaluate it | W1, W2, W3, U1, U2, U3, U4, K1 | X |  | X |  |

3.5. Methods of verifying learning outcomes (indicating and describing methods of conducting classes and verifying the achievement of learning outcomes, e.g. debate, case study, preparation and defense of a project, complex multimedia presentation, solving problem-solving tasks, situation simulations, study visit, simulation games + description of a given method):

Discussion of issues using a multimedia presentation. During the course, students will participate in exercises and discussions on the types, causes and consequences of conflicts, emotions accompanying conflicts and brainstorming on experiences related to conflicts (no assessment).

To pass the course, students prepare a case study on specific conflict situations – students perform an analysis (providing the cause of the conflict, defining its type, individual phases, providing a method of resolving the conflict, defining a method of preventing conflict situations) in writing and presenting the work.

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| Subject Effects | Teaching methods | Methods of verifying learning outcomes | Documentation methods |
| KNOWLEDGE | | | |
| W1-W3 | Discussion of issues using multimedia presentation, discussion, case study, brainstorming | Evaluation of the correctness of the analysis and presentation of the work (description above) | Graded written work (analysis) |
| SKILLS | | | |
| U1-U4 | Discussion, case study, brainstorming | Evaluation of the correctness of the analysis and presentation of the work (description above) | Graded written work (analysis) |
| SOCIAL COMPETENCES | | | |
| K1 | Discussion, case study, brainstorming | Evaluation of the correctness of the analysis and presentation of the work (description above) | Graded written work (analysis) |

3.6. Assessment criteria for the achieved learning outcomes

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| Learning effect | For a grade of 3 or "pass."  the student knows and understands/is able to/is ready to | For a grade of 3.5, the student knows and understands/is able to/is ready to | For a grade of 4, the student knows and understands/is able to/is ready to | For a grade of 4.5, the student knows and understands/is able to/is ready to | For a grade of 5, the student knows and understands/is able to/is ready to |
| W | 51-60% of knowledge indicated in learning outcomes | 61-70% of knowledge indicated in learning outcomes | 71-80% of knowledge indicated in learning outcomes | 81-90% of knowledge indicated in learning outcomes | 91-100% of knowledge indicated in learning outcomes |
| U | 51-60% of skills indicated in learning outcomes | 61-70% of skills indicated in learning outcomes | 71-80% of skills indicated in learning outcomes | 81-90% of skills indicated in learning outcomes | 91-100% of skills indicated in learning outcomes |
| K | 51-60% of skills indicated in learning outcomes | 61-70% of skills indicated in learning outcomes | 71-80% of skills indicated in learning outcomes | 81-90% of skills indicated in learning outcomes | 91-100% of skills indicated in learning outcomes |

3.7. Literature

**Basic**

* Kelley D, Kelley t, Twórcza odwaga, wyd. MT Biznes, W-wa 2019
* Proctor T., Twórcze rozwiązywanie problemów, Gdańskie Wydawnictwo Psychologiczne, Gdańsk, 2002.
* Buzan T., Buzan B., *Mapy twoich myśli: mindmapping, czyli notowanie interaktywne*, "Ravi", Łódź, 2014
* Nęcka E. [i in.], *Trening twórczości*, Gdańskie Wydaw. Psychologiczne, Gdańsk, 2008.

**Supplementary**

* Stasiak M.K., Twórczy i harmonijny rozwój człowieka, Wydaw. Wyższej Szkoły Humanistyczno-Ekonomicznej, Łódź, 2000.
* Stasiak M. K., Kształcenie podmiotu, Wydaw. Wyższej Szkoły Humanistyczno-Ekonomicznej, Łódź, 2002.

4. Student workload - ECTS points balance

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| --- | --- | --- |
| **Types of student activity** | **Student Load** | |
| **ST** | **NST** |
| **Classes requiring direct contact between the student and the academic teacher at the university premises** | **15** | **10** |
| Classes included in the study plan | 15 | 10 |
| **Student's own work** | **10** | **15** |
| Ongoing preparation for classes, preparation of project work/presentations/etc. | 5 | 7 |
| Preparation for passing classes | 5 | 8 |
| **TOTAL STUDENT HOURLY LOAD** | **25** | **25** |
| **Number of ECTS points** | **1** | **1** |

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| Last change date | 30/09/2024 |
| The changes were introduced | ZAZ Education Quality Team |
| The changes were approved | Mgr Anna Bielak |