COURSE SYLLABUS
Conflict Management, 7.5 credits

Conflict Management, 7,5 högskolepoäng

Course Code:	LCMN19	**Education Cycle:**	First-cycle level
Confirmed by:	Director of Education Jun 26, 2019	**Disciplinary domain:**	Social sciences
Revised by:	Director of Education Jun 26, 2019	**Subject group:**	PS1
Valid From:	Autumn 2019	**Specialised in:**	G2F
Version:	2	**Main field of study:**	Social Sciences

Intended Learning Outcomes (ILO)

On completion of the course, the student should be able to:

Knowledge and understanding
- identify and explain conflictual situations among intercultural conflicts, gender aspects, interpersonal relations, intra-personal stress, and work-life balance
- identify and explain the concept as well as the processes of conflict.
- account for the psychological mechanisms and individual differences involved in conflict management.
- explain different conflict management strategies for individuals and groups

Skills and abilities
- critically apply and understand the processes involved in emotion regulation in terms of defense mechanisms, as well as strategies of conflict management to conflictual situations

Judgement and approach
- critically analyze the role of the complex processes of escalation, stalemate and settlement involved in interpersonal conflicts
- problematize and critically reflect upon the agency and models of stress and the escalation of conflicts
- problematize and critically reflect upon different conflict management strategies in terms of problem solving and reconciliation especially with the possible agency of cultural and gender aspects

Contents

• Conflictual situations: intercultural conflicts, gender aspects, interpersonal relations, intra-personal stress, and work-life balance
• The concept and processes of conflict: escalation, aggression and emotion regulation
• Psychological mechanisms and individual differences involved in conflict management - emphaty, aggression and emotion regulation
• Conflict management strategies for individual and groups

• How personal responsibility affects the development, escalation and settlement of conflicts

Type of instruction

The teaching consists of lectures, seminars and exercises performed individually and in groups.

An e-learning platform is used.

Students who have been admitted to and registered for a course have the right to receive instruction/supervision for the duration of the time period specified for the particular course to which they were accepted. After that, the right to receive instruction/supervision expires.

The teaching is conducted in English.

Prerequisites

General requirements and at least 60 credits from course(s) at first-cycle level in Social Sciences or Business Administration, or equivalent. English proficiency is required. Exemption is granted from the requirement in Swedish (or the equivalent).

Examination and grades

The course is graded A, B, C, D, E, FX or F.

The grades A, B, C, D and E are all passing grades. The course also uses the grading scale Fail (U) or Pass (G) for oral group examination where G is the passing grade.

The course is examined through one individual written assignment, and one oral group examination. The individual written assignment decides the final grade of the complete course. For a passing grade on the course, the student needs a G on the oral group examination, and an E on the individual written assignment.

The learning outcomes forms the basis for the structure of teaching, the composition of the course literature and the design of the examination. The examination must allow for students to be assessed on an individual basis. Further information concerning assessment of specific intended learning outcomes and grading criteria is provided in a study guide distributed at the beginning of the course.

Students are guaranteed a minimum of three attempts to pass an examination, including the regular attempt.

If a student has failed the same examination three times, the student is entitled to request that the next examination be assessed and graded by a new examiner. The decision to accept or reject such a request is made by the vice dean of education. A student may not make a second attempt at any examination already passed in order to receive a higher grade.

In case a course is terminated or significantly altered, examination according to the earlier syllabus shall be offered on at least two occasions in the course of one year after the termination/alteration.

Registration of examination:

Name of the Test	Value	Grading
Oral group examination[I]	2.5 credits	U/G
Individual written assignment	5 credits	A/B/C/D/E/FX/F

[I] The oral group examination is graded Fail (U) or Pass (G).

Course evaluation

The instruction is followed up throughout the course. At the end of the course, a course evaluation is performed and commented on by the course coordinator and, if possible, a student representative/student representatives (course developer/s). The evaluation, which is published on the relevant e-learning platform and submitted to the administration, is to function as a basis for future improvements to the course.

Course literature

Gross, James J. (2015). *Handbook of Emotion Regulation.* New York. Guilford Publications. 668.

Pruitt, Dean G., & Kim, Sung Hee. (2003). *Social Conflict: Escalation, Stalemate, and Settlement.* New York: McGraw-Hill. 336.

In addition to the specified course literature, 3-5 articles or book chapters will be added according to the course instructor´s instructions.

Please note that the course literature may change until one month before the course starts.

Citing Sources – How to Create Literature References

http://ju.se/library/search--write/citing-sources---how-to-create-literature-references.html

The Interactive Anti-Plagiarism Guide – Jönköping University

Information about plagiarism at higher education institutions
http://pingpong.hj.se/public/courseId/10565/publicPage.do
Also available in the course event on the e-learning platform PING PONG