

## Conflict Management

Academic Year: ( 2023 / 2024 )

Review date: 02-06-2023

Department assigned to the subject: Transversal matters

Coordinating teacher: TINEO ALVAREZ, ANGELES

Type: Compulsory ECTS Credits : 3.0

Year : 3 Semester :

## REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

None

## OBJECTIVES

At the end of the program students will be able to:

- Cope with conflicts from a positive approach.
- Differentiate between causes and consequences of conflict so they can be addressed.
- Know techniques and strategies to mediate and manage conflicts as well as how to apply them.

## DESCRIPTION OF CONTENTS: PROGRAMME

1. Definition of conflict
2. Types of conflict
3. Ways of dealing with conflict. Personal styles
4. The causes and consequences of the conflict
5. The rumors
6. Roles of the leader in conflict resolution
7. Strategy for managing conflict
8. Guidelines for addressing different types of conflict
9. Negotiation and mediation in conflicts

## LEARNING ACTIVITIES AND METHODOLOGY

Teaching hours are distributed in accordance to the following activities:

- ¿ Exposition of different topics related to the program content.
- ¿ Group dynamics to evaluate participants¿ resources.
- ¿ Role-playing to deal with different conflicts.
- ¿ Video clips with different examples the students can analyse as well as use them for behaviour modelling.
- ¿ Visual Metaphors.

## ASSESSMENT SYSTEM

Final exam in the official exam session: 0 points.

Continuous assessment: 10 points of the overall grade.

- Attendance at 85% of the classes is compulsory in order to pass the course (i.e. 12 of the 14 classes).
- Active participation in the classes.
- Completion of exercises and practical activities in class and through Aula Global.
- Two written assessment tests: one in the 7th class, a short development test that will deal with the contents worked on in the previous classes; another in the 14th class: a development test on the whole of the syllabus taught in which students must summarise the contents dealt with and draw conclusions on the practical applications of the same at a professional level. They must also write a conclusion and personal self-assessment on the level of development they consider they have reached in the skill to which the subject refers.
- There may be other assessment tests that will be indicated in the weekly planning.

Percentage weight of the Final Exam: 0

Percentage weight of the rest of the evaluation: 10

Please note that, in accordance with current regulations, each enrolment in cross-disciplinary subjects, as in this case, will involve a single call and, in those cases in which the continuous assessment process includes a test, this must be taken during the timetable and in the classroom reserved for classes, as these cross-disciplinary subjects do not have a date reserved in the official exam calendars.

<b>% end-of-term-examination:</b>	0
<b>% of continuous assessment (assignments, laboratory, practicals...):</b>	100

#### BASIC BIBLIOGRAPHY

- Juan Pablo Villa, Manual de negociación y resolución de conflictos, , Profit,, 2016,
- Marianna ¿Mljer¿ Bojer, Heiko Roehl, Marianne Knuth y Colleen Magner, Mapping dialogue,, Taos Institute,, 2012,
- Marshall Rosemberg y Gabriele Seils, Resolver conflictos con la comunicación no violenta, , Acanto,, 2011,