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

The student is expected to have prior knowledge of the following related topics:

-Conflict
-Communication as a tool for mediation and negotiation.
-Negotiation
-Mediation

## OBJECTIVES

The objective of the subject is to provide advanced knowledge when designing a conflict resolution system, differentiating the professional profile of the students of this degree from other experts in conflict management.  It provides specific knowledge about the contributions from other branches of studies that allow to complete the training acquired for the students' professional future.

## DESCRIPTION OF CONTENTS: PROGRAMME

1. Globalisation and conflicts.
2. The new conflicts: areas and scope.
3. Provision of different areas: Law, Psychology, Sociology, History, Criminology.
4. Human, economic and material resources for designing a model of conflict management tool

## LEARNING ACTIVITIES AND METHODOLOGY

TRAINING ACTIVITIES
-  Synchronous/asynchronous online theory class
- Practical classes online synchronous/asynchronous
- Synchronous/asynchronous online theoretical/practical classes
- Synchronous online tutorials
-  Individual student work
- Synchronous/asynchronous online evaluation tests

TEACHING METHODOLOGIES
-  Presentations in class by the professor with the support of computer and audiovisual media, in which the main concepts of the subject are developed and the bibliography is provided to complement the students' learning.
- Role Play
- Resolution of practical cases, problems, etc. .... posed by the teacher individually or in groups.
- Presentation and discussion in class, under the moderation of the professor of topics related to the content of the subject, under the moderation of the profesor related to the content of the subject, as well as case studies.
-Critical reading of texts recommended by the professor of the subject: Press articles, reports, manuals and/or academic articles, either for later discussion in class, or to expand and consolidate the knowledge of the subject.

## ASSESSMENT SYSTEM

ORDINARY

- Participation in synchronous online class 40%
- Trabajos individuales o en grupo realizados durante el curso de manera online síncrona o asíncrona: 40%
- Synchronous online final exam: 20%

EXTRAORDINARY
- Objective tests 100%

**% end-of-term-examination:** 20

**% of continuous assessment (assigments, laboratory, practicals…):** 80

BASIC BIBLIOGRAPHY

- Fisher, R.; William, U.  Getting to yes: negotiating agreement without giving in , Penguin, 1992

- Soleto Muñoz, H.; Carretero Morales, E.  Mediación y resolución de conflictos : técnicas y ámbitos , Tecnos, 2013

- Soleto Muñoz, H.; Otero Parga, M.; Alzate Sáez de Heredia, R.  Mediación y solución de conflictos : habilidades para una necesidad emergente , Tecnos, 2007
- William, U. The power of a positive no: how to say no and still get to yes, Bantam Books, 2007

ADDITIONAL BIBLIOGRAPHY

-  WILSON, T.  Manual del empowerment: cómo conseguir lo mejor de sus colaboradores, Gestión, 2000

- H. Kimsey-House, K. Kimsey-House, P. Sandahl, L. Whitworth Co-Active Coaching: Changing Business, Transforming Lives, Nicolas Brealey Publishing, 2011
- J. O´Connor, A. Lages Coaching with NLP: How to be a Master Coach, Element, 2004

- J. Whitmore Coaching for Performance: GROWing Human Potential and Purpose, Nicolas Brealey Publishing, 2009

- M. Graf Individual empowerment: global societal trends to 2030, Rand Europe, 2015

- R. Shell Springboard. Launching Your Personal Search for Success, Portfolio, 2013

- T. Miedaner Coach Yourself to Success, McGraw Hill Professional, 2000

- T. Wilson Manual del empowerment: cómo conseguir lo mejor de sus colaboradores, Gestión, 2000