

Course name: **Constructive conflict resolution**

No. of ECTS: **1**

Aim:

The aim of the subject is to introduce students to the issue of a conflict in a group, to develop an ability of recognizing a conflict, specify group's influence on the process of its arising and solving a conflict, developing competences which helps to stop the process of escalating a conflict in the earliest stage of its development or to provide an aid in solving the problem in every stage.

Course content:

- What is a conflict? What are its types?
- What are stages of a conflict in a group?
- Role of emotions in a conflict.
- Group process and conflict situation – How does the group influence the arise and the course of a conflict?
- Styles of solving conflicts.
- Constructive problem solving in a group.

Skills:

After completing this course, a student has a systematized knowledge on sources and reasons of conflict, rules and techniques of solving them, knows stages of performing a constructive solution. They can observe and diagnose conflicts arising in a group, specify their emotions and needs in a conflict situation and use rules and techniques of solving conflicts in a group. They become responsible for the course of a process in a group and constructive solution to a conflict.

Form of teaching:

Workshops