



Course syllabus

Faculty of Health and Life Sciences

Department of Psychology

4PS108 Konflikthantering på arbetsplatsen, 7,5 högskolepoäng

Coping with organizational conflicts, 7.5 credits

Main field of study

Psychology

Subject

Psychology

Level

Second cycle

Progression

A1F

Date of Ratification

Approved 2014-09-23.

Revised 2025-10-27.

The course syllabus is valid from spring semester 2026.

Prerequisites

A bachelor's degree of at least 180 credits, of which at least 90 credits are in psychology, or equivalent.

Objectives

Upon completion of the course, the student shall:

- Account for and critically assess theoretical and empirical knowledge of conflict, prevention and coping within the realm of workplace and organizations, and also, integrate these into a holistic system perspective
- By means of real-life cases from the context of workplace and organizations, identify and independently analyze conflicts and their consequences.

- Propose, critically evaluate and communicate strategies of prevention and coping on different, intrapersonal,- interpersonal- and environmental and cultural system levels
- Account for and show ability to independently analyze theoretical perspectives and practical implication regarding professional mediation within workplace and organizations

Content

- The course deals with social dynamics, origins, processes and consequences of workplace-related conflicts
- The course addresses conflicts as complex and intertwined social dilemmas: tensions between interests and motives of individuals, teams/groups and organisations
- The course addresses tensions between self and collective, cognitive valuation and emotional reactions, communication and behaviour
- The course covers positive and negative, manifest and latent conflicts; as well as resource, ideological and value conflicts, as well as task and relationship conflicts
- The course applies a systems analysis perspective to the prevention and management of workplace-related conflicts; In-depth study is done in mediation as a third party intervention

Type of Instruction

The course is built up of lectures and seminars. Language is Swedish. English if international students register

Examination

The course is assessed with the grades A, B, C, D, E or F.

The grade A constitutes the highest grade on the scale and the remaining grades follow in descending order where the grade E is the lowest grade on the scale that will result in a pass. The grade F means that the student's performance is assessed as fail.

Examination is carried out through an individual oral examination of 1.5 credits (U-G), an individual written examination of 1.5 credits (U-G) and an individual written examination of 4.5 credits (A-F). To pass the course, all examinations must be passed. The overall course grade is based on the grade for the individual written examination (4.5 credits). The grading criteria for A-F are communicated to the student at the start of the course.

Re-examination is given in accordance with the Local Rules for Courses and Examinations at the First and Second Levels at Linnaeus University. In the event that a student with a disability is entitled to special educational support, the examiner decides on an adapted or alternative examination.

Course Evaluation

Course evaluation is carried out during the course or close to the end of the course. Results and analysis of the completed course evaluation shall be promptly fed back to the students who have completed the course. Students participating in the next course shall be informed of the previous course evaluation results and any changes made to the course at the latest at the start of the course.

Other Information

The course is part of Psychology, Work and Organizational Psychology, Master Programme, 120 credits. Expenses that may occur during the course are paid by the student.

Required Reading and Additional Study Material

De Dreu, Carsten K. W., Gelfand, Michelle, J. (Latest edition). *The Psychology of Conflict and Conflict Management in Organizations*. Psychology Press Taylor & Francis Group. 484 s.

McCorkle, Susanne & Reese, Melanie, J (Latest edition). *Mediation Theory and Practice*. 400 p. Sage Publications.
Articles approximately 300 p.

Reference literature

Robbins, S.P., Judge, T.A., & Vohra, N. (Latest edition). *Organizational behavior*. New York: Pearson. Utvalda delar, 624 s.