



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 Group

Psychology

Level of classification

Second Level

Progression

A1F

Date of Ratification

Approved by Faculty of Health and Life Sciences 2014-09-23

The course syllabus is valid from autumn semester 2015

Prerequisites

22,5 credits from SAPS2, or the equivalent.

Objectives

Upon completion of the course, the student shall:

- Account for, critically assess, and integrate knowledge from different conflict theories, and place them in different dynamic, organizational and cultural contexts
- Independently identify and analyze links between conflict factors on different levels of individual, group and organization, and put them in a holistic perspective
- Independently identify and analyze why conflicts arise, in which ways these can be handled, and what consequences conflicts can have in the work place, in different organizational and cultural contexts
- Analyze, compare and reflect over conflict coping strategies on different levels of individual, group and organization, and place these into a holistic system
- Identify, suggest and critically evaluate suggestions of solutions for work conflicts, and apply these
- Show ability to independently analyze, critically evaluate and communicate complex, system-analytical conclusions about conflicts and coping, both orally and written

Content

- Conflict theories
- Conflicts in a system of dynamically synergetic levels of individual, group and organization
- Individual level of conflict factors: anger
- Group and organizational level of conflict factors
- Costs and consequences
- Coping with conflicts: short-term treatment and long-term prophylaxis
- Conflict solution strategies in different organizational and cultural contexts
- System-theory of conflicts and strategies for conflict solution

Type of Instruction

Instruction is given in lectures and seminars.

Examination

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

Grade criteria for the A–F scale are communicated to the student through a special document. The student is to be informed about the grade criteria for the course by the start of the course at the latest.

Course Evaluation

Upon completion of the course, a written course evaluation is carried out. The evaluation is compiled and fed back to the students, and archived according to departmental regulations.

Other

The course is part of SAPS2 program. Expenses that may occur during the course are paid by the student.

Required Reading and Additional Study Material

McCorkle, Susanne & Reese, Melanie J. (2009). *Personal Conflict Management. Theory and practice*. ISBN 0205499880. 342 pages.

Cravley, John (2005). *Mediation for Managers. Resolving Conflict and Rebuilding Relationships at Work*. ISBN 1857883152. 227 pages.

Robbins, S.P., Judge, T.A., & Vohra, N. (2012). *Organizational behavior (15 ed.)*. New York: Pearson. ISBN: 9789332500334. Selected parts.

Articles according to teacher's instructions.