



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 2014-09-23

Revised 2019-09-12 by Faculty of Health and Life Sciences. Clarification of objectives and examination and revision of the required reading.

The course syllabus is valid from spring semester 2020

Prerequisites

Basic competence for studies on advanced level as well as particular competence:15 credits from Psychology, Work and Organizational Psychology, Master Programme, 120 credits or the 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

- Conflict theories, system theory
- Conflicts in a system of dynamically synergetic levels of individual, group organization and culture
- Individual-, group- and organizational level of conflict factors
- Types of conflict, escalation, and consequences
- Coping with conflicts: prevention, management and communication
- Professional mediation: theory and practice
- System-theory of conflicts, system analysis and strategies for conflict solution

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, 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.

Assessment of accomplishment by students on this course includes two parts. The first part, conflict and the prevention and management of conflict in a system perspective (5 credits) is assessed by grades A-F and a second part of theory and practice of mediation (2,5 credits) which is assessed by grades pass or fail. Grade on the course as a whole is determined by the grade on the first part (5 credits).

Repeat examination is offered in accordance with Local regulations for courses and examination at the first and secondcycle level at Linnaeus University.

If the university has decided that a student is entitled to special pedagogical support due to a disability, the examiner has the right to give a customised exam or to have the student conduct the exam in an alternative way.

Course Evaluation

During the implementation of the course or in close conjunction with the course, a course evaluation is to be carried out. Results and analysis of the course evaluation are to be promptly presented as feedback to the students who have completed the course. Students who participate during the next course instance receive feedback at the start of the course. The course evaluation is to be carried out anonymously.

Other

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

McCorkle, Susanne & Reese, Melanie, J (Latest edition). *Personal conflict management. Theory and practice*. 372 p. Pearson.

Labelle, Ghislaine (2009). *Calming the waters at work. How to deal with workplace Conflicts*. 172 p. Advantage, Charleston, South Carolina. ISBN: 978-1-59932-160-8

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

Articles approximately 500 p. according to teacher's instructions.