

**PJSC "Higher Education Institution "INTERREGIONAL ACADEMY
OF PERSONNEL MANAGEMENT"**



***SYLLABUS OF THE ACADEMIC DISCIPLINE
"CONFLICTOLOGY"***

Specialty:	C4 Psychology
Educational level:	first (bachelor's) level
Educational program:	Psychology

MAUP 2025

General information about the academic discipline

Name of the academic discipline	Conflictology
Code and name of specialty	C4
Level of higher education	First (bachelor's) level of higher education
Discipline status	selective
Number of credits and hours	3 credits/90 hours. Lectures: 20 hours. Practical classes: 14 hours. Independent work: 56 hours.
Term of study of the discipline	semester
Language of instruction	Ukrainian
Type of final control	credit
Discipline page on the website	

General information about the teacher. Contact information

Academic degree	
Academic title	
Position	
Disciplines taught by the NPP	
Areas of scientific research	
Links to identifier registries for scientists	
Teacher contact information:	
Email:	
Contact phone number	
Teacher's portfolio on the department's website	

Course abstract.

The academic discipline belongs to the elective disciplines of the professional training cycle, the study of which is provided for in the educational and professional program for training specialists with an educational degree of bachelor. The study of the discipline will contribute to the practical training of psychologists in providing psychological assistance to individuals, organizations, and institutions in solving various problems of life in difficult economic and socio-psychological conditions, and conflict situations.

The ideal model of conflict interaction, its theory, based on a conceptual apparatus with a central link - the category of conflict.

Subject of study of the academic discipline:

regularities of the emergence, development and resolution of conflicts, their structure, dynamics and functions, as well as psychological, social and behavioral mechanisms of interaction between conflict participants, strategies and styles of conflict behavior, methods of prevention, management and constructive resolution of conflicts in various spheres of human and society life.

Course objective:

to form in students a holistic system of knowledge about the nature of conflicts, the causes of their occurrence, methods of managing conflict situations and methods of overcoming conflicts

Objectives of the academic discipline:

- understanding the conflict situation and the conflict;
- the nature of the conflict at the enterprise;
- conflict management;
- analysis of conflicts and development of methods for overcoming them;
- organizational changes in the internal structure of the enterprise;
- prevention of interpersonal conflicts.

Prerequisites for the academic discipline:

knowledge and skills formed during the study of general psychology, social psychology, personality psychology, communication psychology, the foundations of philosophy and ethics, which provide an understanding of mental processes, interpersonal interaction, social roles, values and norms of behavior necessary for analyzing the nature of conflicts and the behavior of their participants.

Postrequisites of the academic discipline:

acquired knowledge and practical skills that are used in the study of management psychology, organizational psychology, legal psychology, psychology of negotiations and mediation, crisis psychology, psychological counseling and coaching, as well as in the professional activities of specialists in the socio-psychological, educational, managerial and legal spheres

Software competencies:

General competencies	GC1. Ability to apply knowledge in practical situations. GC2. Ability to conduct research at an appropriate level. GC4. Ability to identify, pose, and solve problems. GC7. The ability to act socially responsible and conscious. GC9. Ability to motivate people and move towards a common goal.
Special competencies	SK4. Ability to carry out practical activities (training, psychotherapeutic, consulting, psychodiagnostic and other depending on specialization) using scientifically verified methods and techniques. SK6. Ability to interact effectively with colleagues in mono- and multidisciplinary teams. SK7. Ability to make professional decisions in difficult and unpredictable conditions, to adapt to new situations of professional activity. SK9. The ability to adhere to the norms of professional ethics and be guided by universal human values in professional activities.
Learning outcomes	PH1. Critically understand, select, and use the necessary scientific, methodological, and analytical tools for management in unpredictable conditions. PH6. Have the skills to make, justify and ensure the implementation of management decisions in unpredictable conditions, taking into account the requirements of current legislation, ethical considerations and social responsibility.

Content of the academic discipline

No.	Topic name	Number of hours, of which:			Teaching methods/assessment methods
		Lectures	Practical classes	Independent work	
1 semester					Teaching methods:verbal (teaching lecture; conversation; educational discussion); inductive method; deductive method; translational method; analytical; synthetic; practical (working with plots of legal cases); explanatory-illustrative; reproductive; problem-based presentation method; partially search; research; interactive methods (situation analysis; discussions, debates, polemics; dialogue, synthesis of thoughts; brainstorming; skills development; situational modeling, processing of discussion questions); modeling of professional activity; innovative teaching methods (competence-based; project-research); case method. Evaluation methods:oral control (oral survey, assessment of participation in discussions, other interactive learning methods); written control (tests, independent work, essays); test control (closed-form tests: test-alternative, test-correspondence); method of self-control and self-assessment; evaluation of case tasks.
Content module 1.Study of conflict as a scientific phenomenon. Study of the concept of conflict					
Topic 1	1. Subject and tasks of conflictology. Conflict dynamics	2	1	6	
Topic 2	2.Types of conflicts: functions, components. Causes and mechanisms of conflict emergence	2	2	6	
Topic 3	3.Conflict in society in various spheres	2	1	6	
Topic 4	4. Stages and phases of conflict	2	2	4	
Topic 5	5. Transactional analysis of conflict	2	1	6	
Content module 2.Ways to prevent and resolve conflicts.					
Topic 6	6. Methods of conflict analysis. Models of conflict analysis Conflict as one of the ways of interaction	2	1	6	
Topic 7	7. Methods and forms of conflict management	2	2	6	
Topic 8	8. Constructive conflict resolution	2	1	4	
Topic 9	9.Negotiations as a universal method of conflict resolution. Fundamentals of conflict prevention and resolution	2	2	6	
Topic 10	10. Crisis psychological counseling. Psychological practice in conflict situations	2	1	6	
Modular test					
Total:		20	14	56	

Technical equipment and/or software

The educational process uses classrooms, a library, a multimedia projector and a computer for conducting lectures and seminars with presentation elements. Studying individual topics and completing practical tasks requires access to information from the World Wide Web, which is provided by a free Wi-Fi network.⁴

Forms and methods of control

Monitoring the progress of students is divided into current and final (semester).

Current control is carried out during practical, laboratory and seminar classes, the purpose of which is to systematically check the understanding and assimilation of theoretical educational material, the ability to use theoretical knowledge when performing practical tasks, etc. The possibilities of current control are extremely wide: motivation for learning, stimulation of educational and cognitive activity, differentiated approach to learning, individualization of learning, etc.

Forms of student participation in the educational process that are subject to ongoing control:

- speech on the main issue;
- oral report;
- addition, question to the person answering;
- systematic work in seminar classes, activity during discussion of issues;
- participation in discussions, interactive forms of organizing classes;
- analysis of legislation and monographic literature;
- written assignments (tests, quizzes, creative works, essays, etc.);
- preparation of theses, abstracts of educational or scientific texts;
- independent study of topics.

Monitoring the progress of students is divided into current and final.

Methods of current control: oral control (survey, conversation, report, message, etc.); written control (test work, essay, presentation of material on a given topic in writing, etc.); combined control; presentation of independent work; observation as a control method; test control; problem situations.

Assessment system and requirements.

Table of points awarded to higher education students*

	Ongoing knowledge assessment										Modular test	Credit	Total points
Topics	Topic 1	Topic 2	Topic 3	Topic 4	Topic 5	Topic 6	Topic 7	Topic 8	Topic 9	Topic 10	20	20	100
Work in a seminar class	3	3	3	3	3	3	3	3	3	3			
Independent work	3	3	3	3	3	3	3	3	3	3			

*The table contains information about the maximum points for each type of academic work of a higher education applicant.

When assessing the mastery of each topic for current educational activities, the student is given

grades taking into account the approved assessment criteria for the relevant discipline.

The criteria for assessing the learning outcomes of students and the distribution of points they receive are regulated by the Regulations on the Assessment of Academic Achievements of Students of Higher Education at PJSC "Higher Education Institution "MAUP".

Module control is carried out in the last lesson of the module in written form, in the form of testing.

Evaluation criteria for the module test in the academic discipline "Conflictology":

When evaluating a module test, the volume and correctness of the tasks are taken into account:

- the grade "excellent" (A) is given for the correct completion of all tasks (or more than 90% of all tasks);
- a grade of "good" (B) is given for completing 80% of all tasks;
- a grade of "good" (C) is given for completing 70% of all tasks;
- a grade of "satisfactory" (D) is given for the correct completion of 60% of the proposed tasks;
- the grade "satisfactory" (E) is given if more than 50% of the proposed tasks are completed correctly;
- an "unsatisfactory" (FX) grade is given if less than 50% of the tasks are completed.

Failure to appear for a module test - 0 points.

The above scores are converted into rating points as follows:

"A" - 18-20 points;

"B" - 16-17 points;

"C" - 14-15 points;

"D" - 12-13 points.

"E" - 10-11 points;

"FX" - less than 10 points.

The final semester assessment in the discipline "Conflictology" is a mandatory form of assessing students' learning outcomes. It is conducted within the time frame specified by the curriculum and covers the scope of material specified by the course program.

The final assessment is carried out in the form of a test. A student who has completed all the required work is allowed to take the semester assessment.

The final grade is based on the student's performance during the semester. The student's grade consists of points accumulated from the results of the current assessment and incentive points.

Students who have completed all required assignments and received a score of 60 points or higher receive a grade corresponding to the grade received without additional testing.

For students who have completed all the required tasks but received a score below 60 points, as well as for those who wish to improve their score (result), the teacher conducts a final work in the form of a test during the last scheduled lesson in the discipline in the academic semester.

Evaluation of additional (individual) types of educational activities. Additional (individual) types of educational activities include the participation of applicants in scientific conferences, scientific circles of applicants and problem groups, preparation of publications, participation in All-Ukrainian Olympiads and competitions and International competitions, etc. in excess of the tasks established by the relevant work program of the academic discipline.

By decision of the department, students who participated in research work and performed certain types of additional (individual) educational activities may be awarded incentive (bonus) points for a specific educational component.

Assessment of independent work

The total number of points received by a student for completing independent work is one of the components of academic success in the discipline. Independent work on each topic, in accordance with the course program, is evaluated in the range from 0 to 3 points using standardized and generalized knowledge assessment criteria.

Assessment scale for independent work (individual assignments) assessment criteria.

Maximum	possible	Execution level
---------	----------	-----------------

assessment of independent work (individual tasks)	Perfectly	Good	Satisfactorily	Unsatisfactorily
3	3	2	1	0

Forms of assessment include: ongoing assessment of practical work; ongoing assessment of knowledge acquisition based on oral responses, reports, presentations and other forms of participation during practical (seminar) classes; individual or group projects requiring the development of practical skills and competencies (optional format); solving situational tasks; preparing summaries of independently studied topics; testing or written exams; preparing draft articles, conference abstracts and other publications; other forms that ensure comprehensive mastery of the curriculum and contribute to the gradual development of skills for effective independent professional (practical, scientific and theoretical) activity at a high level.

To assess the learning outcomes of a higher education applicant during the semester, a 100-point, national and ECTS assessment scale is used.

Final assessment scale: national and ECTS

Total points for all types of learning activities	ECT8 assessment	National scale assessment	
		for exam, course project (work), practice	for credit
90 – 100	AND	perfectly	Enrolled
82-89	IN	good	
75-81	WITH		
68-74	D	satisfactorily	
60-67	THERE		
35-59	FX	unsatisfactory with the possibility of reassembly	not passed with the possibility of retaking
0-34	F	unsatisfactory with mandatory re-study of the discipline	not passed with mandatory re-study of the discipline

Course policy

For successful completion of the course "Conflictology» the student must:

- regularly attend lectures and practical classes;
- work systematically, systematically and actively in lectures and practical classes;
- make up for missed classes or unsatisfactory grades received in classes;
- to fully perform the tasks that the teacher requires to prepare, their quality is appropriate;
- perform control and other independent work;
- adhere to the norms of academic conduct and ethics.

Course «Conflictology» involves the assimilation and observance of the principles of ethics and academic integrity, in particular the orientation towards preventing plagiarism in any of its manifestations: all works, reports, essays, abstracts and presentations must be original and authorial, not overloaded with quotations, and must be accompanied by references to primary sources. Violations of academic integrity are considered to be: academic plagiarism, self-plagiarism, fabrication, falsification, copying, deception, bribery, and biased evaluation.

The assessment of the student is focused on receiving points for activity in seminar classes, completing tasks for independent work, as well as completing tasks that are capable of developing practical skills and abilities for which, at the teacher's decision, additional (bonus) points may be awarded (participation in round tables, scientific conferences, olympiads and scientific competitions

among students).

Recommended sources of information:

Main sources:

1. Nachayev V. M. Conflictology. Textbook. — Kyiv: Center for Literary Studies, 2021. — 198p.
2. Piren M. I. Conflictology. — Kyiv: MAUP, 2018. — 360 p.
3. Vashchenko I. V. Conflicts: Current plan, problems and directions of their resolution in the internal affairs bodies. — Kh.: OVS, 2020. — 256 p.
4. Petrisko V.S. Conflictology: course of lectures, encyclopedia, program, tables. Textbook. Uzhhorod: Publishing House of UzhNU "Hoverla", 2020. 360 p.
5. Conflict management for the needs of public service: a manual and methodological recommendations / Kalenichenko T., Kyseleva T., Kopina A., Korableva O., Protsenko D., ed. D. Protsenko. — Kyiv: Vaite, 2021. — 224 p.
6. Eremenko L. V., Isakova O. I. Conflictology: a manual for independent work of students. Melitopol: FO-P Odnorog T. V., 2020. 266 p.
7. Kavylina G. K. Conflictology: a textbook for higher education students in the specialty: 012 Preschool education. Odesa: Publishing House "Leradruk", 2021. 153 p.

Additional:

1. Kolominsky N. L. Psychology of management in education (social and psychological aspect). — Kyiv: MAUP, 2017. — 286 p.
2. Kolominsky N. L. Psychology of pedagogical management. — Kyiv: MAUP, 2021. — 176p.
3. Dokash V.I. Conflictology and mediation: a textbook / V.I. Dokash. — Chernivtsi, Lviv: Publishing house "Novyi Svit – 2000", 2021. – 249 p.
4. Dutkevych T. Conflictology with the basics of management psychology: a textbook. revised edition. Kyiv: Center for Educational Psychology, 2016. 455 p.
5. Conflict coaching – solve problems by strengthening relationships: a workshop for trainers / Authors: O. Redlikh, V. Yemelyanov, N. Ye. Shilina, etc.; ed. by prof. O. Redlikh, S. Khadzhiradeva. Mykolaiv: Yemelyanova T. V., 2023. 168 p.
6. Conflictology lecture notes [for applicants of the first (bachelor's) level of higher education in the specialty C4 Psychology]. / Compiled by: N.E. Shilina. Odesa: DUITZ (Electrical Publishing House. <http://metod.suitt.edu.ua>), 2025. 160 p.

Information resources

1. <https://pidruchniki.com/1584072037180/psihologiya/psihologiya>
2. <https://subject.com.ua/pdf/25.html>