MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
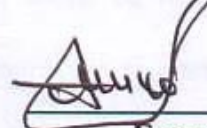## SUMY NATIONAL AGRICULTURAL UNIVERSITY
Department of management

"Approved"

Head of Department

Doctor of
Economics, Professor,
Mykhailov A.M.
"06" 06 2020

WORKING PROGRAM ON DISCIPLINE (SYLLABUS)

Selective discipline1 Conflictology and Psychology of management

Specialty: 073 Management

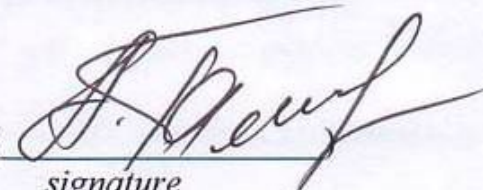**Educational program: Administrative management** (second level (master's) in higher education)

Faculty: Economic and Management

2020-2021

Work program on the subject "Conflictology and Psychology of management" for the students by direction of training 074 "Public management and administration" (ADM).
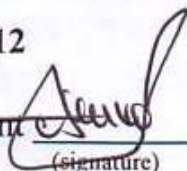
Developer:
Ph.D., associate professor Halynska A.V. (_____)
signature

The working program is reviewed at the meeting of Department of management.

Report from «06» 09 2020 року № 12

Head of the Department of Management _____ **(Mykhailov A.M.)**
(signature)   (name)

Agreed:

Guarantor of the educational program _____ (_Sokolov M.O.)
(signature)   (name)

Dean of the Faculty of Economics and Management _____ (Strochenko N.I.)
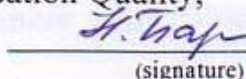(on which the discipline is taught)   (signature)   (name)

Methodist of the Department of Education Quality,
licensing and accreditation _____ (_____)
(signature)   (name)

Registered in the electronic database: Date: _____ 21. 07 _____ 2020 year

1. Description of discipline

Name of indicators	Industry knowledge training direction, education and qualification level	Description of educational discipline
		full-time students
Number of credits – 3	**Field of knowledge:** 07 Management and administration	Elective
	Specialty: 073 Management	
Module - 2		**Year of training:**
Content modules: 4		2020-2021
Total hours - 90	EP«Administrative management »	**Course**
		2
		Semester
		4th
		Lectures
Weekly hours for full-time study: classroom – 2.44; independent work of the student – 2.56	Educational and qualification level: **master**	12 hours
		Practical classes
		26 hours
		Independent work
		52 hours
		Individual tasks
		Type of control: **credit**

Ratio of number of hours of classroom training for independent and individual work are:

for full-time students - __/__ (38/52)

2.1 The purpose and objectives of discipline

The purpose of the discipline is formation of psychological analysis of individuals and interpersonal relationships in groups; the formation of students a correct understanding of the essence of the conflict, their origins, the causes of conflict situations, the functions of conflicts in teams; Ability to adequately assess internal and external conflict, to know the best decision to manage the course of a conflict situation, to direct it in a positive direction, to resolve the conflict situation in the conditions of production, family and personal life.

Objectives of the discipline: the formation of future specialists in contemporary system thinking, the development of intelligence and mental properties, which are part of a modern model of specialists in various fields of activity.

The study of the discipline "Conflictology and Psychology of Management " involves the formation of students' competencies:

№	Type of program competencies	Program competency	Code
	Integral		
1		Ability to solve complex problems and problems in the field of management or in the learning process, involving research and / or innovation under uncertain conditions and requirements	**IC1**
	General		
2		Ability to communicate with representatives of other professional groups of different levels (with experts from other fields of knowledge / types of economic activity)	**GC2**
3		The ability to motivate people and move towards a common goal	**GC4**
4		Ability to act on the basis of ethical considerations (motives)	**GC5**
5		Ability to generate new ideas (creativity)	**GC6**
6		Ability to abstract thinking, analysis and synthesis	**GC7**
	Professional (special)		
1		Ability for self-development, lifelong learning and effective self-management	**PC3**
2		Ability to create and organize effective communications in the management process	**PC5**
3		Ability to form leadership qualities and demonstrate them in the process of managing people	**PC6**
4		Ability to use psychological technology to work with staff	**PC8**

2.3 Program learning outcomes

As a result of studying the discipline "Conflictology and Psychology of Management" the student must be able to demonstrate the following learning outcomes:

№	Program learning outcomes	Code
1	Have the skills to make, justify and ensure the implementation of management decisions in unpredictable conditions, taking into account the requirements of applicable law, ethical considerations and social responsibility	PLO6
2	Organize and carry out effective communication within the team, with representatives of various professional groups and in the international context	PLO7
3	Demonstrate leadership skills and ability to work in a team, interact with people, influence their behavior to solve professional problems	PLO10
4	Provide personal professional development and planning your own time	PLO11

3. The program of discipline

(Drawn up on the basis of the curriculum on discipline "Conflictology and Psychology of Management", approved by the Scientific and Methodological Council of Economics and Management Protocol No. 5 dated May 21, 2018).

Semantic module 1. Psychology of management as a branch
Psychological science

Theme 1: Psychology of management as a branch of psychological science. Psychology of management as a branch of science (subject, object and tasks of management psychology). Basic theories of personality. Functions and main categories of management psychology. Methodology and methods of management psychology. Formation and development of management psychology.

Theme 2: Personality in the organization. Organizational activity of the manager in the management system. Structure of organizational abilities. Emotional influence of the manager on the subordinates. Volitional influence of the manager on the subordinates. Structure of personality, personality traits and their manifestation in behavior, activity, communication. Features of mental processes. Culture of professional thinking. Methods of studying psychological theories of personality.

Theme 3: Psychology of management activities. Definition of the concepts of "leadership" and "leader". Charisma manager and managerial archetypes. Authority of authority and power of authority. Professionally important managerial qualities. Requirements for the manager, forming an active manager. Psychological structure of professional activity, professionography. Moral-psychological principles of management activity. Mental states and working capacity. Knowledge, skills and abilities of managerial activity and personal interaction. Psychology of guiding influence and

discipline of labor. The psychological foundations of the organization of labor and its security. Management activity in extreme conditions.

Theme 4: The team as an object of management. Moral-psychological climate of the collective and its dynamics. Psychological peculiarities of interrelations between members of the labor collective. Psychological regularities of group development. Mechanisms of group influence. Socio-psychological characteristics of the collective. Interpersonal relationships in the group. Socio-psychological climate in the team. A team as an object of management. Group differentiation, status, social roles, group norms and values. Leadership in groups and collectives, typology of leadership.

Semantic module 2. Psychological foundations of managerial influence

Theme 5: Psychology of effective human management. Status and authority of the head. Authority of the head of the organization. Professional qualities of an authoritative manager. Management models. Basic styles of management activities. Psychological foundations of the authority of the head. Psychological barriers to innovation, motivation for innovations. Psychological types of leaders. The qualities and features of the manager.

Theme 6: Psychology of effective business communication. Features of business communication. Communication in an organization, role interaction. The communicative potential of the manager. Psychological space in communication. Manipulation in communication. The communicative potential of the manager.

Theme 7: Psychological foundations of managerial functions. Psychological aspects of information management of the decision-making process. Characteristic mistakes. Interaction of man and computer in control systems. Psychological aspects of information management support and management decision making process. Characteristic mistakes. Adaptation of human and computer in control systems. Interaction of man and computer in control systems.

Content module 3. Theoretical foundations of Conflictology

Topic 8. History of the development of conflictology. Prerequisites for the development of conflictological knowledge. Sources of Conflict Knowledge. Main directions of development of Western conflictology. History of domestic conflictology. Publications of scientific works on the problem of conflict.

Theme 9. Methodological foundations of conflictology. Object and Subject of Conflict. Conflictology in the system of sciences. Evolution of conflicts. Principles of conflict research. System Concept of Conflicts. Methods of studying conflicts.

Topic 10. Conflict as a type of complex situations. The main types of complex situations. Types of conflict personalities. Behavior in difficult situations. Structure of conflict-resistance of the individual.

Topic 11. Classification of conflicts. General typology of conflicts. The structure of the conflict. The causes of the conflict.

Theme 12. Conflict functions and the dynamics of their development. Functional analysis of conflict interaction. The dynamics of the conflict.

Theme 13. Social conflicts in the industrial sphere. Conflict between social groups. Conflicts in management.

Content module 4. Preventing conflicting relationships

Topic 14. Interpersonal conflicts. Approaches to understanding the inner personal conflict. Conditions of an internal personal conflict. Consequences of intrapersonal conflicts. Mechanisms for solving intrapersonal conflicts.

Topic 15. Family conflicts. Main causes, typology, consequences and overcoming of marital conflicts. The main causes of marital conflicts. Indicators of family difficulties. Dynamics of difficulties of family relationships. Typology of difficult family relationships. Basics of overcoming family conflicts.

Theme 16. Political and interstate conflicts. Internal political conflicts. Conjugation conflicts. Causes, features and solutions between ethical and internal political conflicts. Interstate conflicts. Information-psychological warfare in international conflicts. Goals and objectives of the information-psychological warfare.

Theme 17. Some types of conflicts. Conflicts in pedagogical activity. Conflicts of activity. Conflicts of actions. Conflicts of relations.

Theme 18. Conflict Management. Features of conflict management. Conflict prevention technologies. Preconditions for conflict prevention.

Topic 19. Conflict prevention technologies. Balance of social interaction and conflict prevention. Competent management as a factor in conflict prevention. Methods of evaluating performance. Stress and conflict prevention.

Topic 20. Completion of conflicts. Criteria, forms, factors of the completion of the conflict. Normative regulation of conflicts. Terms of conflict resolution. Conflict Factors. Stages of conflict resolution. The main tactics of the impact on the opponent in the conflict. Dependence of the method of conflict resolution on strategies chosen by opponents. The solution to interpersonal conflicts itself.

Topic 21. Intermediary activities in the end of conflicts. Principles of psychological mediation in conflict. Tactics of third party interaction with opponents in conflict resolution. Features of the conflict resolution process with the participation of a third party. Stages of activity of the head of conflict resolution between subordinates.

Topic 22. Negotiations as a way of completing the conflict. Types and functions of the negotiations. The dynamics of the negotiation process. General tactical methods of negotiation.

The structure of educational discipline

Titles content modules and themes	Number of hours											
	Full-time education						Part-time form					
	ALL	Including					ALL	Including				
		l	p	lab	ind	indep		l	p	lab	ind	indep
1	2	3	4	5	6	7						
Module 1. Theoretical basis of management psychology												
Semantic module 1. Psychology of management as a branch of psychological science												
Theme 1. Psychology of management as a branch of psychological science.	4	-	2	-	-	2	-	-	-	-	-	-
Theme2. Personality in organization	4	2		-	-	2	-	-	-	-	-	-
Theme 3. Psychology of management activity.	4	-	2	-	-	2	-	-	-	-	-	-
Theme 4. A team as an object of management	4	2	-	-	-	2	-	-	-	-	-	-
Together with content module 1	**16**	**4**	**4**	**-**	**-**	**8**	**-**	**-**	**-**	**-**	**-**	**-**
Semantic module 2. Psychological foundations of managerial influence												
Theme 5. Psychology of effective human management.	8	2	2	-	-	4	-	-	-	-	-	-
Theme 6. Psychology of effective business communication	6	-	2	-	-	4	-	-	-	-	-	-
Theme 7. Psychological foundations of managerial functions	8	2	2	-	-	4	-	-	-	-	-	-
Together with the content module 2	**22**	**4**	**6**	**-**	**-**	**12**	**-**	**-**	**-**	**-**	**-**	**-**
Total hours for module 1	**38**	**8**	**10**	**-**	**-**	**20**	**-**	**-**	**-**	**-**	**-**	**-**
Module 2. Essence and basic concepts of conflictology												
Content module 3. Theoretical foundations of conflictology												
Theme 8. Historical foundations of	6	-	2	-	-	4	-	-	-	-	-	-

conflictology												
Theme 9. Methodological foundations of conflictology	6	-	2	-	-	4	-	-	-	-	-	-
Theme 10. Theoretical foundations of conflictology	8	2	2	-	-	4	-	-	-	-	-	-
Theme 11. Dynamics of the conflict	6	-	2	-	-	4	-	-	-	-	-	-
Theme 12. Conflicts in various spheres of human interaction.	6	-	2	-	-	4	-	-	-	-	-	-
Together with the content module 3	**32**	**2**	**10**	**-**	**-**	**20**	**-**	**-**	**-**	**-**	**-**	**-**
Semantic module 4. Prevention of conflicting relationships												
Topic 13. Prevention of Conflict Relationships	6	-	2	-	-	4	-	-	-	-	-	-
Theme 14. Conflict resolution	8	2	2	-	-	4	-	-	-	-	-	-
Topic 15. Intermediary activities in the end of conflicts	6	-	2	-	-	4	-	-	-	-	-	-
Together with content module 4	**20**	**2**	**6**	**-**	**-**	**12**	**-**	**-**	**-**	**-**	**-**	**-**
Total hours for module 2	**52**	**4**	**16**	**-**	**-**	**32**	**-**	**-**	**-**	**-**	**-**	**-**
All hours of discipline	**90**	**12**	**26**	**-**	**-**	**52**	**-**	**-**	**-**	**-**	**-**	**-**

5. Themes and plan of lectures

№	Title and plan	Number hours
1	**Theme 1. Personality in the organization** Plan 1. Organizational activity of the manager in the management system 2. Structure of organizational abilities 3. Emotional influence of the manager on the subordinates 4. Volitional influence of the manager on the subordinates	2

2	**Theme 2. A team as an object of management** Plan 1. Moral-psychological climate of the collective and its dynamics 2. Leadership in groups and collectives, typology of leadership	2
3	**Theme 3. Psychology of effective human management** Plan 1. Status and authority of the head 2. Authority of the head of the organization 3. Professional qualities of an authoritative manager	2
4	**Theme 4. Psychological foundations of managerial functions** Plan 1. Psychological aspects of information management decision-making process. Characteristic mistakes. 2. Human-computer interaction in control systems	2
5	**Theme 5. Theoretical foundations of Conflictology** 1. Conflict as a type of complex situations. 2. Conflict identity structure 3. Classification of conflicts 4. The causes of conflicts.	2
6	**Theme 6. Conflict Resolution.** 1. Completion of conflicts: criteria, forms. 2. Stages of conflict resolution 3. The main tactics of influence on the opponent in the conflict 4. Negotiations as a way to end the conflict	2
	Total	**12**

6. Themes of practical classes

№	Title	Number hours
1	Drawing up the characteristics of the employee.	**2**
2	Writing a resume.	**2**
3	Types of conflicts, their functions and regulation in modern society	**2**
4	Types of behavior in a conflict situation. Controlling the course of the conflict.	**2**
5	Psychological concepts of relation to conflicts. Internal conflicts, stress as a conflict factor	**2**
6	Negotiations as a way of completing the conflict. Types and functions of the negotiations. The dynamics of the negotiation process.	**2**
7	Completion of conflicts. Criteria, forms, factors of the completion of the conflict. Normative regulation of conflicts.	**2**

8	Conflict Management. Features of conflict management. Conflict prevention technologies.	**2**
9	Preconditions for conflict prevention	**2**
10	Terms of conflict resolution. Conflict Factors.	**2**
11	General tactical methods of negotiation.	**2**
12	Classification of conflicts. General typology of conflicts.	**2**
13	The structure of the conflict. The causes of the conflict.	**2**
	Total	**26**

7. Independent work

№	Tittle	Number hours
1	Theme 1. Psychology of management as a branch of psychological science Plan 1. Psychology of management as a branch of science (subject, object and task of management psychology). 2. Basic theories of personality. 3. Functions and main categories of management psychology	2
2	Theme 2. Personality in the organization Plan 1. Features of mental processes. 2. Culture of professional thinking. 3. Methods of studying psychological theories of personality.	2
3	Theme 3. Psychology of management activity Plan 1. Definition of the concepts of "leadership" and "leader". 2. Charisma manager and managerial archetypes. 3. Authority of authority and power of authority. 4. Professionally important managerial qualities.	2
4	Theme 4. Team as an object of management Plan 1. Interpersonal relationships in the group. 2. Socio-psychological climate in the team. 3. A team as an object of management.	2
5	Theme 5. Psychology of effective human management Plan 1. Psychological foundations of the authority of the head. 2. Psychological barriers to innovation, motivation innovations. 3. Psychological types of managers. The qualities and features of the manager.	4

6	Topic 6. Psychology of effective business communication Plan 1. Features of business communication. 2. Communication in the organization, role-playing interaction. 3. The communicative potential of the head.	4
7	Theme 7. Psychological foundations of managerial functions Plan 1. Adaptation of human and computer in control systems. 2. Psychological aspects of information management decision-making process.	4
8	Theme 8. Historical foundations of conflictology. Plan 1.The history of domestic conflictology. 2. Publications of scientific works on the problem of conflict.	4
9	Theme 9. Methodological foundations of Conflictology Plan 1. Conflict in the sciences. 2. Evolution of conflicts. 3. The system concept of conflicts.	4
10	Theme 10. Theoretical foundations of conflictology. Plan 1. Behavior in difficult situations. 2. Structure of conflict-resistance of the individual.	4
11	Theme 11. Conflict functions and dynamics of their development Plan 1. Major periods and stages of the dynamics of the conflict 2. The Consequences of Conflict Interaction	4
12	Theme 12. Conflicts in various spheres of human interaction Plan 1. Conditions of occurrence of internal personal conflict. 2. The main reasons, typology, consequences and overcoming of marital conflicts. 3. Conflicts in pedagogical activity. Conflicts of activity.	4
13	Theme 13. Some types of conflicts Plan 1. Approaches to the understanding of a person's personal conflict. 2. Dynamics of difficulties of family relationships. 3. Typology of difficult family relationships. 4.Conflict of actions. 5. Conflicts of relations	4
14	Theme 14. Conflict resolution Plan 1. Principles of psychological mediation in conflict. 2. The tactics	4

	of the interaction of a third party with the opponents in the settlement of the conflict. 3. Features of the conflict resolution process with the participation of a third party	
15	Topic 15. Negotiations as a way to end the conflict Plan 1. The theoretical basis of the negotiation process. 2.General tactical methods of negotiation.	4
	Total	**52**

Methods of teaching

1. Methods of learning source of knowledge:

1.1. Verbal, story, explanation, conversation (heuristic and reproductive) Lecture, briefing, work with the book (reading, transfer, discharge, scheduling, review, summarizing, making tables, graphs, summaries of support, etc.).

1.2. Visual: demonstration, illustration, observation.

1.3. Practical: practical work, exercise, production practices.

2. Methods of training in logic the nature of knowledge.

2.1. Analytic (essence: a schedule in part to study their essential features).

2.2. Synthesis (the essence, of "unity dedicated analysis elements or properties of the object, phenomenon into one).

2.3. The inductive method (nature: learning objects or phenomena from the individual to the general).

2.4. Deductive method (the essence: the study of objects or phenomena from the general to the individual).

2.5. Traduktyvnyy method (essence: it conclusions from the general to the general, from the partial to the particular, from individual to individual).

3. Methods of studying the nature and level of independent intellectual activity of students.

3.1. Problem (problem-information)

3.2. Part-search (heuristic)

3.3. Exploratory

3.4. The reproductive (essence: the applicability of learned in practice).

3.5. Explanatory-demonstrative

4. Active learning methods (for example) - use of technical training, brainstorming, solving crosswords, competitions, debates, round table discussions, business and role-playing games, training, use of problematic situations, the use of training and control tests, using supporting lectures and other)

5. Interactive learning technologies (for example) - use of multimedia technologies, interactive spreadsheets, interactive learning, student collaboration, Kahoot and others.

9. Methods of control

1. Rating control a 100-point scale assessment ECTS
2. Policretaria evaluation of the current work of students:
- Activity when discussing issues submitted to school;
- The results of the laboratory work and protection;
- Rapid control during classes;
- Independent study of the topic in general or specific issues;
- Implementation of analytical and computational tasks;
- Writing essays, essays, reports;
- test results;
- Writing assignments during tests.

10. Distribution of points that students get

Current testing and individual work				Ind. work	Total for module and ind. work	Attestation	Total
Module 1 - 35			Module 2 - 35				
Content module 1	Content module 2	Content module 3	Content module 4				
T 1-2	T 3-5	T 6-7	T 8-14	15	85	15	100
11	12	12	35		(70+15)		

Grading scale: national and ECTS

Total points for all the educational activities	Rating ECTS	Assessment of national scale	
		for exam, course project (work), practice	to offset
90 – 100	A	Excellent	Accepted
82-89	B	Good	Accepted
75-81	C	Good	Accepted
69-74	D	Satisfactory	Accepted
60-68	E	Satisfactory	Accepted
35-59	FX	Poor - need to work before you get a positive assessment	Not credited with the possibility of re-assembly
1-34	F	Poor – need to work seriously	Not credited with mandatory courses re-learning

11. Methodological support

1. Halynska A.V. Methodical publication "Conflictology and Psychology of management. Summary of lectures for Master students of 1,2 years of studying specialty 074 «Public management and administration», 073 «Management», 076 «Entrepreneurship, trade and stock-taking activity», 071 «Accounting and taxation», 072 «Finance, banking and insurance», 051«Economics».
2. Kyrychok O Workbook for practical and independent work of the student. - Sumy: SNAU, 2015. - 58 p.
3. Educational and methodical materials based on the MOODLE platform. URL: https://cdn.snau.edu.ua/moodle/course/view.php?id=3493

12. Recommended literature
Basic

1. COLLIER, M. J. Negotiating intercommunity and community group identity positions: Summary discourses from two Northern Ireland intercommunity groups. Negotiation and Conflict Management Research. 2016.Vol. 2, No. 3, pp. 285-306. DOI: http://dx.doi.org/10.1111/j.1750-4716.2009.00041.x

2. KOLB, D.; MCGINN, K. Beyond gender and negotiation to gendered negotiations. Negotiation and Conflict Management Research. 2016. Vol. 2, No. 1, pp. 1-16. DOI: http://dx.doi.org/10.1111/j.1750-4716.2008.00024.x

3. KOLB, D. M. Making sense of an elusive phenomenon. In: C. K. W. DE DREU; M. J. GELFAND (eds.). The psychology of conflict and conflict management in organizations. New York: Lawrence Erlbaum Associates. 2018. Pages 425-33

4. HANSEN, T. Critical conflict resolution theory and practice. Conflict Resolution Quarterly. 2016. Vol. 25, No. 4, pp. 403-427.
   DOI: http://dx.doi.org/10.1002/crq.215

5. HANSEN, T. Critical conflict resolution theory and practice. Conflict Resolution Quarter ly. 2018. Vol. 25, No. 4, pp. 403-427.
   DOI: http://dx.doi.org/10.1002/crq.215

12. Auxiliary

1. Layne, Margaret Women in Engineering: Pioneers and Trailblazers. ASCE Publications. 2009. p. 112. ISBN 978-0-7844-0980-0.

2.Conrad, J., The Nigger of the "Narcissus" A Tale of the forecastle (Prod. by David Widger) (E Book) Retrieved from. Access Date: 10 November 2015 .
   http://www.gutenberg.org/files/17731/17731-h/17731-h.htm

3.Javed SRM. Well Being Therapy in Psychiatric Disorders: A New Perspective. Int J Health Sci Res., 2015; 5(3):348-352.

13. Information Resources

1. www.commonground.org.ua - Resolution of conflicts in Ukraine and abroad
(Ukrainian Center of Understanding)
2. www.training.com.ua/live/news/mediacija_iettektivnoe_razreshenie_konfliktov

3. www.innovations.com.ua/ua/conterences/13304/temp

4. www.lawhelper.com.ua - Iryna Kalinska's Office of Reconciliation

5. www.portal.rada.gov.ua - Draft Law "On Mediation" №7481

6. www.vru.gov.ua/Dock/visnik05_12.pdf - Article "Mediation - Alternative Dispute Resolution"

7. www.kmbs.ua/storage/files/ _brochure.pdf - Ukrainian Mediation Center

8. www.management.com.ua/notes/madiator.htm/

9. www.test - for -life.ru/staty/conflict_person.php

10. www.nspp.gov.ua - National Mediation and Reconciliation Service

11. www.horting.org.ua/note/1455 - Psychological protection and its mechanism

12. Distance learning system "MOODLE" SNAU [Electronic resource]. URL: https://cdn.snau.edu.ua/moodle/course/view.php?id=3493