University of Gdańsk

Subject card

Subject name and code	Conflict Management in International Environment, PG_00199099		
Field of study	International Economic Relations		
Date of commencement of studies	October 2026	Academic year of realisation of subject	2026/2027
Education level	Bachelor's studies	Subject group	Obligatory subject group in the field of study Subject group related to scientific research in the field of study
Mode of study	full-time studies	Mode of delivery	at the university
Year of study	1	Language of instruction	Polish
Semester of study	2	ECTS credits	3.0
Learning profile	academic	Assessment form	credit
Conducting unit	Division of Global Economy -> Department of Maritime Transport and Seaborne Trade -> Faculty of Economics -> Rector		
Name and surname of lecturer (lecturers)	Subject supervisor	dr Bożena Kłusek-Wojciszke	
	Teachers	dr Bożena Kłusek-Wojciszke dr Wojciech Wężyk	

Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	15.0	0.0	15.0	0.0	45
	E-learning hours included: 0.0						

Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan	Participation in consultation hours	Self-study	SUM
	Number of study hours	45	0.0	30.0	75

Subject objectives	The aim of the course is to familiarize students with methods of conflict management in organizations, taking into account intercultural differences.

Learning outcomes

Course outcome	Subject outcome	Method of verification
[MSGL3_U05] can use regulations and standards which determine business activity, as well as accounting principles in order to solve specific tasks related to the activity of enterprises	Student can use regulations and standards that determine economic activity on the international market in order to build a team, communicate in the team and resolve conflicts.	[SU4] test/exam - oral or written
[MSGL3_K04] is ready to think and act in an entrepreneurial manner; adapts to new situations and conditions, undertakes challenges of creative thinking; is resilient to failures; can identify threats and assess the risk of their occurrence	Student, participating in the work of an international team, adapts to emerging circumstances, can identify conflict situations and deal with them effectively.	[SK2] presentation/project/paper/ report [SK4] test/exam - oral or written
[MSGL3_K06] is ready to be guided in his/her professional life by business ethics and corporate social responsibility, to respect others and to be loyal to his/her employer	In the face of conflicts in the organization, student is ready to be guided by business ethics.	[SK4] test/exam - oral or written
[MSGL3_K03] participates in the preparation of economic and social projects; can reconcile legal, economic, ecological, political and social requirements	When participating in international projects, student can avoid conflict situations and deal with them effectively.	[SK2] presentation/project/paper/ report [SK4] test/exam - oral or written
[MSGL3_W09] has a knowledge about a human being as an individual making economic decisions, acting within social structures and organisational units (in particular enterprises) or conducting individual economic activity	Student has knowledge about a person as an individual participating in the work of international teams.	[SW4] test/exam - oral or written
[MSGL3_U14] can interact and work in a team (including an international one), taking various roles within it	Student can resolve conflicts in an international business team. Student is able to formulate questions and doubts related to the implementation of tasks and develop their understanding of the content during consultations with the instructor.	[SU4] test/exam - oral or written
[MSGL3_K05] correctly identifies, diagnoses and solves dilemmas and various options of solutions related to the profession	As a member of an international team, student identifies conflict situations and looks for ways to manage them.	[SK4] test/exam - oral or written

Subject contents

1. Conflict in an organization - organizational cultures.
2. Conflict management methods.
3. Behavioral styles in a conflict situation.
4. Reaction to conflict and gender differences.
5. Reaction to conflict and cultural differences.
6. Culture and leadership styles.
7. Cultural frameworks of communication behavior in conflict.
8. Intercultural communication skills and training.
9. Methods of coping with stress in a conflict situation.
10. Negotiation workshops.

Any doubts arising during the implementation of the thematic project, the completion of problem-solving tasks, or interpretative issues related to conflict management in the international environment will be clarified and addressed during project sessions.

Prerequisites and co-requisites

Assessment methods and criteria

Subject passing criteria	Passing threshold	Percentage of the final grade
project	51.0%	20.0%
final test	51.0%	80.0%

Recommended reading

Basic literature

1. Kłusek-Wojciszke B. Konflikt w organizacji: style postępowania, Wydawnictwo Uniwersytetu Gdańskiego 2020.
2. Berendt J; Panas M; Vesna L, Szacunek, zgoda. Porozumiewanie bez przemocy w praktyce biznesowej, Wydawnictwo: Onepress, 2022.
3. Chełpa S; Witkowski T, Psychologia konfliktów. Praktyka radzenia sobie ze sporami, Wydawnictwo: BezMaski, Wrocław 2015.

	Supplementary literature	1. Fisher R; Ury W; Patton B. Dochodząc do tak, Polskie Wydawnictwo Ekonomiczne, Warszawa 2016. 2. Deutsch M; Coleman P.T. Rozwiązywanie konfliktów, Kraków 2005, Wydawnictwo Uniwersytetu Jagiellońskiego. 3. Hofstede G. Kultury i organizacje, PWE, Warszawa 2000. 4. Kłusek-Wojciszke B. Osobowość jako determinanta wyboru stylu rozwiązywania konfliktów, Organizacja i Kierowanie, nr 1, 2009. 5. Kłusek-Wojciszke B. Konstrukcja kwestionariusza stylów postępowania w sytuacji konfliktowej, Czasopismo Psychologiczne, lipiec 2009.
	eResources addresses	
Example issues/ example questions/ tasks being completed		
Work placement	Not applicable	

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