University of Gdańsk

Subject card

Subject name and code	Training in moderation and conflict resolution, PG_00179434						
Field of study	Sociology						
Date of commencement of studies	October 2027		Academic year of realisation of subject		2028/2029		
Education level	Master's studies		Subject group		Obligatory subject group in the field of study Optional subject group 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	2		Language of instruction		Polish		
Semester of study	3		ECTS credits		2.0		
Learning profile	academic		Assessment form		credit		
Conducting unit							
Name and surname of lecturer (lecturers)	Subject supervisor		dr Łukasz Remisiewicz				
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	0.0	30.0	0.0	0.0	0.0	30
	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	30		4.0		16.0	50
Subject objectives	To analyze the suitability of various concepts for understanding and resolving interpersonal and intra- and inter-group conflicts depending on the background and type of conflict. Learning about the dynamics of a conflict situation, mechanisms of conflict escalation, and systemic and situational strategies and techniques for mitigating and resolving disputes. Analyzing public and media debates, the conditions of social dialogue, the art of rational argumentation and compromise, developing the ability to take the perspective of another and seek creative solutions.						

Learning outcomes

Course outcome	Subject outcome	Method of verification
[SOCMU2_W04] The graduate has in-depth knowledge and understanding of different types of informal and formal social bonds formed in different types of groups, social networks and societies, and the regularities governing their change	Will have in-depth knowledge of different types of conflicts, their causes, course and consequences, as well as strategies for resolving them.	[SW4] test/exam - oral or written [SW1] oral statement/ conversation/discussion
[SOCMU2_U08] The graduate is able to analyse and understand many current social phenomena in the context of knowledge about the mechanisms of human activity, the impact of a group on an individual, the processes of change in Polish, European and world society, and is able to relate his/her understanding of these phenomena to theoretical explanations and results of social research	Can analyze and understand a number of current social phenomena, including conflicts, in the context of knowledge of the mechanisms of human action, the impact of the group on the individual, the processes of change in Polish society, Europe and the world, can relate his understanding of these phenomena to theoretical explanations and the results of social research.	[SU4] test/exam - oral or written [SU8] observation of student's independent or team work
[SOCMU2_W07] The graduate has in-depth knowledge of selected normative systems in relation to various areas of social life, social and cultural institutions and the processes of their change	Will have in-depth knowledge of selected normative systems in relation to different areas of social life, social and cultural institutions, and the processes of their change in the context of conflict moderation and resolution.	[SW4] test/exam - oral or written [SW1] oral statement/ conversation/discussion
[SOCMU2_U04] The graduate is able to forecast and model complex social processes and phenomena in various areas of social life on the basis of sociological knowledge using advanced methods of sociological research	Can forecast and model complex social processes and phenomena in conflict situations.	[SU4] test/exam - oral or written
[SOCMU2_U01] The graduate is able to interpret social phenomena and relations between them using sociological concepts and sociological imagination	Will be able to interpret social phenomena and relationships between them using sociological concepts and sociological imagination in the context of conflict moderation and resolution.	[SU1] oral statement/conversation/ discussion [SU4] test/exam - oral or written [SU8] observation of student's independent or team work
[SOCMU2_U12] The graduate is ready to cooperate effectively and assume various roles in a group	Is ready to cooperate and collaborate in a group, assuming various roles in it, including the role of moderator and mediator in conflict situations.	[SK8] observation of student's independent or team work
[SOCMU2_U13] The graduate understands the need for lifelong learning, is able to inspire and organise the learning process of others	Understands the need for lifelong learning, is able to inspire and organize the learning process of others in the field of moderation and conflict resolution.	[SK8] observation of student's independent or team work
[SOCMU2_K01] The graduate is ready to appropriately determine priorities in the implementation of a specific task	Is ready to adequately prioritize when performing specific tasks related to moderation and conflict resolution.	[SK1] oral statement/conversation/ discussion [SK8] observation of student's independent or team work
[SOCMU2_K05] The graduate is able to think and act in an entrepreneurial way	Is ready to think and act in an entrepreneurial manner, including in the context of finding creative solutions to conflicts.	[SK1] oral statement/conversation/ discussion [SK8] observation of student's independent or team work

Subject contents

- What is conflict? Should conflicts always be prevented? What are the types of conflicts? - Introduction.
- Building authority and consensus. The essence of natural authority. What builds and what destroys authority. How to communicate assertively and build a partnership? Four strategies for building relationships with people. Communication simulation game.
- Elements of emotional intelligence. IE as a foundation for constructive coping in conflict situations. Managing your emotions. Learning skills to recognize and control emotions in relationships with people.
- Regulating difficult relationships through assertive communication tools and methods of setting psychological boundaries. Practical models for responding in communicatively difficult situations: refusal, giving unpopular messages, constructive feedback, as well as dealing with criticism and setting psychological boundaries especially based on the method of Nonviolent Agreement.
- Active listening to support dealing with conflict situations. Communication tools supporting effectiveness and factuality of dialogue in situations of divergence of goals.
- Conflict conversations with attention to partner relationship and strengthening personal effectiveness in achieving goals. Model of conversation in conflict. Mechanisms and dynamics of conflict and strategies for dealing with intergroup conflict.
- Conflict resolution styles (Kilmann) and modern methods of dealing with conflicts (negotiation, mediation, arbitration, etc.) Resolving conflicts based on identity (religious, cultural, class, etc.).

Prerequisites and co-requisites

Basic knowledge of social conflict and interpersonal conflict

Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
		51.0%	60.0%
	Participating in workshops	51.0%	40.0%
Recommended reading	Basic literature	-	
	Supplementary literature	-	
	eResources addresses		
Example issues/ example questions/ tasks being completed	-		
Work placement	Not applicable		

Document generated electronically. Does not require a seal or signature.