

## **Conflict Management Skills Workshop**

**HRCM17-124**

### **Purpose of course**

**Goals of the subject:** The aim of the course is for the students, with the theoretical course, to experience the establishment of common problem and conflict solution and the foundation of cooperation. To gain practical experience in identifying conflicts, about communicating solutions in conflict situations and the applicable behavioural strategies.

### **Learning outcomes and competences**

Knowledge:

- be aware of how to deal with communication-based conflicts.

Attitude:

- have an absence of prejudices toward persons involved in the conflict,
- treat different conflicts with social sensitivity.

Ability:

- students have to be able to identify occurring conflicts during their own professional experience, recognize their elements, and formulate professional solutions.

### **Content of the subject**

#### **Main content and thematic units**

1. Self-knowledge and group dynamics (getting tuned to each other, team building).
2. Communication I. (verbal and non-verbal communication, evolution of communication situations).
3. Communication II. (effective communication, effective messaging, request, active listening, assertiveness).
4. Conflict management I. (conflict situation structuring, problem exploration, questioning techniques).
5. Conflict Management II. (effective communication in conflict situations, conflict management modes, behavioural strategies)

6. Processing and analysis of reflections and event logs.

#### **Planned learning activities and teaching methods**

- methodology for Skills Development Training

#### **Exam and evaluation system**

##### **Requirements, methods and aspects of assessment:**

Requirements

- participation in training sessions,
- making an event log.

Method of evaluation: term mark.

Aspects of evaluation:

- the reflection and the depth of the experience gained during the training.

#### **Literature**

##### **Compulsory literature**

- Rudas, J. (2007): *Delfi örökösei*. Lélekben otthon Kiadó, Budapest. ISBN: 9639771030
- F. Várkonyi, Zs. (2003): *Tanulom magam*. Mérték Kiadó, Budapest. ISBN: 963 9519 53 7
- Kohlrieser, G. (2013): *Túszok a tárgyalóasztalnál: konfliktuskezelés mesterfokon*. Háttér. Budapest