

**MINISTRY OF HEALTH CARE OF UKRAINE**  
**ODESSA NATIONAL MEDICAL UNIVERSITY**  
Department of philosophy, bioethics and foreign languages

**Syllabus of the academic discipline**  
«Conflictology»

<b>Scope of the academic discipline</b>	3 credits (90 h)
<b>Semester, year of study</b>	I-II semester, 1 st year of study
<b>Days, time, place of educational discipline</b>	According to the schedule of classes, Department of Philosophy, Bioethics and Foreign Languages Odesa, 2 Pastera St.
<b>Teacher(s)</b>	Lyashenko Dmitriy; PhD., associate professor.
<b>Contact number</b>	+380973412025
<b>E-mail</b>	<a href="mailto:sepulka@meta.ua">sepulka@meta.ua</a>
<b>Work place</b>	Office № 8 of the Department of Philosophy, Bioethics and Foreign Languages Odesa, 2 Pastera St.
<b>Consultations</b>	<i>Face-to-face consultations:</i> from 14.00 to 16.00 on Thursday, from 9.00 to 13.00 on Saturday. <i>Online consultations:</i> from 14.00 to 16.00 on Thursday, from 9.00 to 13.00 on Saturday. via <i>Microsoft Teams</i> or <i>Telegram/Viber</i>

**COMMUNICATION**

Communication with students will be carried out remotely (tel., E-mail) and in person (at the teacher's workplace)

**COURSE ANNOTATION**

**Subject matter of the discipline:** theoretical knowledge about the place and significance of conflicts in everyday life, professional activities of the future medical worker and skills of effective behavior in conflict situations of different types.

**Prerequisites of the course:** the study of conflict theory is subject-related to the knowledge of social and humanitarian disciplines of the first year: "Sociology and medical sociology", "Basics of bioethics and biosafety", etc.

**MINISTRY OF HEALTH CARE OF UKRAINE**  
**ODESSA NATIONAL MEDICAL UNIVERSITY**  
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**Postrequisites of the course:** The course of conflict theory lays the foundation for the study of such disciplines as "Social medicine, health care organization", "General practice, family medicine", "Medical psychology", etc.

**The aim of the course is** formation of students' key communicative, personal and legal competencies for timely detection, effective prevention and resolution of conflicts in the field of health care.

**Course objectives:**

- ♦ learn to navigate independently in the nature of conflicts, determine their types and dynamics of development;
- ♦ to acquaint students with the psychological aspects of interpersonal business contacts;
- ♦ create an appropriate theoretical basis for competent forecasting, diagnosis and prevention of conflicts in all spheres of life: personal, professional and social;
- ♦ to form system skills of conflict management in the organization.

**Expected results:**

As a result of studying the discipline, students should *know*:

- historical origins and methodological principles of conflict studies as a scientific and applied discipline;
- content, classification, structure and dynamics of conflicts;
- characteristic signs of conflict;
- functions of conflicts and their direction;
- basic positions and styles of behavior of the parties to the conflict;
- characteristics of the main elements of the system and methods of conflict management.

be *able to*:

- ✓ analyze conflicts, diagnose their development in a constructive or destructive direction;
- ✓ determine the preconditions and mechanisms of conflict for its assessment in the dynamics;
- ✓ assess the impact of the conflict on the social environment and its participants;
- ✓ resolve conflict situations;
- ✓ distinguish between the roles and strategies of the parties to the conflict to correct their position and behavioral styles;
- ✓ choose adequate tools for conflict prevention and prevention;

**MINISTRY OF HEALTH CARE OF UKRAINE**  
**ODESSA NATIONAL MEDICAL UNIVERSITY**  
Department of philosophy, bioethics and foreign languages

- ✓ to carry out self-analysis and self-assessment of the personality;
- ✓ control and correct their own mental states in conflict situations of an official nature.

*have skills of:*

- ✓ analyzing conflicts;
- ✓ resolving conflict situations;
- ✓ implying adequate tools for conflict prevention;
- ✓ controlling their own mental states in conflict situations of an official nature.

### **COURSE DESCRIPTION**

#### **Forms and methods of teaching**

The course will be presented in the form of seminars (30 hours), organization of independent work of students (60 hours); total – 90 hours (3 credits).

The study of the discipline is implemented on the basis of the following teaching methods:

by dominant means of education: verbal, visual;  
drawing up graphic schemes;  
solving creative tasks;  
testing;  
group discussions on problem situations;  
performance of written tasks;  
individual control interview;  
situational tasks ("case method");  
problematic teaching method;  
«brainstorming» learning method.

**Consultations** (collective or individual) are held according to the schedule of consultations.

#### **The content of the discipline.**

Topic 1. Interdisciplinarity of the object of conflictology research. History of conflict studies.

Topic 2. Causes, functions, types of conflicts. The essence of conflicts.

Topic 3. Emergence of conflicts. Diagnosis and prediction of conflicts.

Topic 4. Methods of working with conflicts. Teaching effective behavior in conflict situations.

Topic 5. Conflicts in the medical organization and ways to resolve them.

#### **Recommended literature**

1. Bartos O., Wehr P. Using conflict theory / Otomar Bartos, Paul Wehr. – Cambridge: CUP, 2016. – 232 p.
2. Tiberius V. Moral psychology: a contemporary introduction / Valerie Tiberius. – London: Routledge, 2014. – 242 p.

**MINISTRY OF HEALTH CARE OF UKRAINE**  
**ODESSA NATIONAL MEDICAL UNIVERSITY**  
Department of philosophy, bioethics and foreign languages

3. Psychological modeling: conflict theories / ed. Albert Bandura. – Somerset: Taylor & Francis Inc., 2006. – 218 p.
4. The social psychology of communication / edited by D. Hook , B. Franks, M. Bauer. – Basingstoke: Palgrave MacMillan, 2011. – 371 p.

**Current control** is carried out at seminar classes in accordance with formulated tasks for each topic. When evaluating educational activities, preference is given to standardized control methods: oral survey, structured written works, discussions, role-playing games, reports, testing. When mastering each topic for the current educational activity, the student of higher education is given grades on a traditional 4-point scale. The current academic performance is calculated as the average current score, i.e. the arithmetic average of all grades received by the student of higher education on a traditional scale, rounded to 2 (two) decimal places, for example 4.75.

**Current control.**

***Student gets '5' if:***

the student demonstrates a high enough level of knowledge of the pedagogy; understands the main problem, concepts and theories of pedagogy, has his or her own opinion and is able to defend it with arguments; able to freely use the acquired knowledge in their professional field.

***Student gets '4' if:***

the student demonstrates proper mastery of the pedagogical knowledge, but there are minor errors that do not significantly change the general course of thought; the student receives a score from the specified range also if in response there is uncertainty in attempts to apply specific general pedagogical concepts or theories to solve specific educational problems, or, conversely, understanding the essence of specific practical tasks in the end does not lead to proper generalization.

***Student gets '3' if:***

the student's answer is mostly reproductive and devoid of proper understanding, there are significant gaps in knowledge of the basics of pedagogy, confusion in understanding the fundamental general educational questions, the student finds it difficult to give examples that should specify the answer.

***Student gets '2' if:***

the student is not able to answer questions even at the level of reproductive of materials of the manual or lecture, questions from the teacher that should help are not clear to the student, there is no elementary ability to typify pedagogical concepts and place the pedagogy among other scientific disciplines.

Testing not done. Situational task not completed.

**MINISTRY OF HEALTH CARE OF UKRAINE**  
**ODESSA NATIONAL MEDICAL UNIVERSITY**  
Department of philosophy, bioethics and foreign languages

The applicant receives a credit subject to meeting the requirements of the educational program and having an average score for the current educational activity of at least 3.00.

**Forms and methods of final control.**

There is no final control in the discipline «Conflictology».

The obtained average grade for the discipline by multiplying it by 40 (the obtained grade is rounded to whole numbers) is converted into a grade on a 200-point scale, which, in turn, is converted into a traditional grade on a discipline on a 4-point scale.

Average score for the discipline	Evaluation of the discipline on a 200-point scale	Evaluation of the discipline on a 4-point scale (traditional evaluation)
4,62–5,0	185–200	5
3,77–4,61	151–184	4
3,0–3,76	120–150	3

**Assessment of IWSHE.** Students' of higher education independent work is assessed during the current control of the topic in the relevant seminar (with appropriate assessment criteria).

**INDEPENDENT WORK OF HIGHER EDUCATION ACQUIRES**

Assessment of the independent work of students of higher education, which is provided for in the topic along with classroom work, is carried out during the current control of the topic in the corresponding classroom session.

**COURSE POLICIES**

**Deadline and resit policy**

- ◆ Absences are atoned with the permission from the dean's office if there are good reasons (for example, a doctor's note) according to the departmental schedule.
- ◆ The student has the right during the semester to resit the current unsatisfactory grades only in order to achieve an average score of 3.00.
- ◆ Current unsatisfactory grades should be 'reworked' by the student to his / her teacher.

**Academic integrity**

Adherence of students to academic integrity presupposes:

- ✓ independent performance of educational tasks, tasks of current and final control of learning outcomes (for persons with special educational needs this requirement is applied taking into account their individual needs and opportunities);
- ✓ references to sources of information in the case of the use of ideas, developments, statements, information;

**MINISTRY OF HEALTH CARE OF UKRAINE**  
**ODESSA NATIONAL MEDICAL UNIVERSITY**  
Department of philosophy, bioethics and foreign languages

- ✓ providing reliable information about the results of their own (scientific, creative) activities, used research methods and sources of information.

**Inappropriate actions include** use of prohibited auxiliary materials or technical means during checks (cheat sheets, notes, earphones, phones, smartphones, tablets, etc.).

**Mobile devices** may be used in the classroom only during online classes (in the case of distance learning) or as a source of educational information (with the permission from the teacher), etc.

**Policies concerning attendance and tardiness**

Attendance is a mandatory component of assessment. The absence is equated to academic debt and requires academic ‘redemption’. It is forbidden to be late for classes and to be ‘retarded’.

**Behavior in the auditorium or lecture hall**

- Students must adhere to moral standards, both in interaction with the teacher and in relation to their colleagues.
- To greet the teacher, students must stand up.
- No outside conversations (including on a mobile phone) or other noise that interferes with the lessons are allowed.
- Walking in and out of the classroom during the lesson is allowed only with the permission of the teacher.