Federal State Autonomous Educational Institution of Higher Education

Peoples' Friendship University of Russia named after Patrice Lumumba
RUDN University

Engineering Academy

(the name of the main department)

PROGRAMM

Conflict management in the educational environment

(Discipline)

The program track

44.04.02 Pedagogy and Psychology

(code and name of the track)

Pedagogy in Engineering

(name of the profile of the EP VO)

Form of study: **full-time**

2023г.

1. The aim

The purpose of mastering the discipline is to obtain knowledge, skills, abilities and experience in the field of conflict management in the educational environment, characterizing the stages of the formation of competencies and ensuring the achievement of the planned results of mastering the educational program.

2. Requirements to the outcome of the course

The following competences are formed in the study process:

Таблица 2.1. The list of competencies formed by students in the development of the discipline (the results of mastering the discipline)

Competency Code	Name of competence	Indicators of competence achievement (within the framework of this discipline)
UC-3	UC-3 Able to organize and lead the work of the team, developing a team strategy to achieve the goal	UC-3.1. Demonstrates knowledge of the principles of teamwork. UC-3.2. Supervises team members to solve assigned tasks

3. Place of the course in the structure of GEP

Discipline refers to the part of the curriculum formed by participants in educational relations.

Within the framework of the EP HE, students also master other disciplines and undergo internships that contribute to the achievement of the planned results of mastering the discipline.

Таблица 3.1. The list of components of the EP HE that contribute to the achievement of the planned results of mastering the discipline

Competency Code	Name of competence	Previous disciplines/practices*	Follow-up disciplines/practices*
UC-3	UC-3 Able to organize and lead the work of the team, developing a team strategy to achieve the goal	Foreign language in professional Technological entrepreneurship	Design of an educational program Planning of mixed and on-line courses Preparation for passing and passing the state exam Execution, preparation for the defense procedure and defense of the final qualification work

* - in accordance with the matrix of competencies and the SUP EP VO

4. Workload of the course and forms of study work

General workload of the course 4 Credits..

Table 4.1. Form of study work of EP HE

Type of educational work		Total, h.	Semester 2
Class hours (total)		36	36
Including:			
Lectures (Lc)		18	18
Laboratory classes (LC)			
Seminars (S)		18	18
Control		18	18
Autonomous work (AW), hr		108	108
In total	Hr.	144	144
	credits	4	4

5. Content of the course

Table 5.1. Content of the course

The name of the section of the discipline	Content of the section (topic)	Types of educational work*
Topic 1. Sources, objective and Subjective reasons the occurrence of conflict	Causes of conflicts. Objective, organizational, managerial, socio-psychological, personal. un. System-structural analysis in understanding the nature of the conflict by T. Parsons. L. Koser's concept of positive-functional conflict. Social clashes and the concept of positive-functional conflict. R. Dahrendorf's Conflict Model of Society	LC, SM, AW
Topic 2. Structural model of the conflict	Structural elements of the conflict: subjects, objects, subject. Stages of conflict. Conflict situation, incident. Object in conflictology. The subject of study of conflictology. The place of conflictology in a number of economic, sociological and psychological disciplines, its importance as an important part of management. The need to study conflictology for all types of management activities.	LC, SM, AW
Topic 3. Functions of the conflict, their Positive and negative Manifestations	Conflicts between states, cultures, types of cultures... Productive and destructive, situational and positional, short-term and protracted conflicts. Horizontal and vertical conflicts. Motivational, cognitive, role conflicts. Typology of conflicts by A. Deutsch. Classification of conflicts according to the direction of interaction: vertical, horizontal and mixed conflicts. Their characteristics, features, the importance of recognition for managers. Classification of conflicts by significance for the organization: constructive (creative) and destructive (destructive) conflicts. The usefulness of constructive conflicts for the organization. Classification of conflicts by the nature of the causes: objective and subjective conflicts. Their features, causes. Classification of conflicts by the nature of occurrence: business and personal-emotional conflicts. Sources of business and personal conflicts	LC, SM, AW
Topic 4. Strategy of behavior in conflict situations	Strategies of behavior in conflict: evasion, adaptation, confrontation, cooperation, compromise. A model of dual interest in determining the choice of an effective style of behavior.	LC, SM, AW
Topic 5. Fundamentals of Conflict Prevention	Conflict forecasting. Principles of conflict prevention. Conflict prevention technology. Stages of conflict regulation. Models of conflict completion: extinction, resolution, settlement, escalation into another conflict. Strategies for ending the conflict: evasion, accommodation, compromise, confrontation, coercion (suppression).	LC, SM AW

* - LC – lecture, LR – laboratory work, SM – seminars; AW – Autonomous work

6. Technical Support Requirements

Table 6.1. Technical Support Requirements

A type of a classroom	Technical Support Requirements	Special equipment, software
For lectures	An auditorium for lecture-type classes, equipped with a set of specialized furniture; board (screen) and technical means of multimedia presentations	Technical means: projector Epson EH-TW5300 (LCD, 1080p 1920 x 1080, 2200Lm, 35000:1, 2 x HDMI, MHL, экран Draper Baronet NTSC (3:4) 244/96(8) 152*203 MW
For seminars	Auditorium for seminar-type classes, group and individual consultations, current control and	Computer class; technical equipment: personal computers, projection screen,

	intermediate certification, equipped with a set of specialized furniture and technical means of multimedia presentations	multimedia projector, NEC NP-V302XG, Internet access. Software: Microsoft products (OS, office suite, incl. MS Office/Office 365, Teams, Skype), Autodesk AutoCAD 2021, Autodesk AutoCAD 2021 (English), Autodesk Inventor 2021, Autodesk Revit 2021, ArchiCAD 23 (free tutorial versions)
For autonomous work	Auditorium for independent work of students (can be used for seminars and consultations), equipped with a set of specialized furniture and computers with access to the EIOS	Computer class; technical equipment: personal computers, projection screen, multimedia projector, NEC NP-V302XG, Internet access. Software: Microsoft products (OS, office suite, including. MS Office/Office 365, Teams, Skype), Autodesk AutoCAD 2021, Autodesk AutoCAD 2021 (English), Autodesk Inventor 2021, Autodesk Revit 2021, ArchiCAD 23 (Free Tutorial Versions)

7. EDUCATIONAL, METHODOLOGICAL AND INFORMATION SUPPORT OF THE DISCIPLINE

Main literature:

1. Buhalkov M.I. Personnel Management: Textbook for Universities / 2nd ed. Moscow: Infra-M. 2008. 400 p.

2. Kibanov A.Y. Personnel management of the organization: Practicum: Textbook / Ed. by A.Y. Kibanov. 2nd ed. Moscow: Infra-M. 2008. 365 p.

Further reading:

1. Neverov A.V. Personnel assessment as a factor in the social development of the organization. Monograph / M.: RUDN University Publishing House. 2015. 180 p. Electronic resource.

2. Mikhailova O.B. Theory and practice of personnel management. Textbook / M.: RUDN University Publishing House. 2013. 195 p. Electronic resource.

3. Antsupov A.Ya., Kovalev V.V. Socio-psychological assessment of personnel: Textbook / 2nd ed. M.: UNITY-DANA. 2012. 399 p. Electronic resource.

4. Egorshin A.P. Fundamentals of personnel management. Textbook / 2nd ed. Moscow: Infra-M. 2008. 352 p. Electronic resource.

5. Odegov Yu.G., Nikonova T.V. Audit and controlling of personnel. Textbook / M.: Alfa-Press. 2006. 560 p.

Electronic library systems:

1) The electronic library system (ELS) of RUDN University and third-party EBS, to which university students have access on the basis of concluded contracts:
– ELS RUDN http://lib.rudn.ru/MegaPro/Web
– ELS «University Library Online» http://www.biblioclub.ru
– ELS «Yurait» http://www.biblio-online.ru
– ELS «Student Advisor» www.studentlibrary.ru
– ELS «Лань» http://e.lanbook.com/
– ELS «Троицкий мост»
2) Databases and browsers:
– Electronic fund of legal and normative-technical documentation http://docs.cntd.ru/
– Yandex search https://www.yandex.ru/
– Google search https://www.google.ru/
– Abstract database SCOPUS http://www.elsevierscience.ru/products/scopus/
3) Websites of relevant ministries and departments:
– https://www.mos.ru/mka/
– http://www.minstroyrf.ru/
1. http://www.smartcat.ru/Personnel Personnel Management: Electronic Library of Educational Literature.

4) http://www.seminarna.ru/147.html Human Resource Management: Articles

5) http://www.univerlib.ru/book/motivacija-i-ocenka-personala-29.html Personnel management of the organization. Workshop. under the editorship of A.Y. Kibanov
http://www.businesstest.ru/ Деловые тесты

Educational and methodological materials for independent work of students in the development of the discipline*:

A course of lectures on the discipline.

Materials for assessing the level of mastering the educational material of the discipline (assessment materials), including a list of competencies indicating the stages of their formation, a de-scription of indicators and criteria for assessing competencies at various stages of their formation, a description of assessment scales, standard control tasks or other materials necessary for assessment knowledge, abilities, skills and (or) experience of activity, characterizing the stages of the formation of competencies in the process of mastering the educational program, the methodological materials defining the procedures for assessing knowledge, skills, skills and (or) experience of the activity, characterizing the stages of the formation of competencies, are developed in full and are available for students on the discipline page in the TUIS RUDN University

* - all educational and teaching materials for independent work of students are placed in accordance with the current procedure on the discipline page in the telecommunication educational and information systeme (TUIS) of RUDN University

7. Assessment system

Assessment materials and a point-rating system* for assessing the level of formation of competencies (part of competencies) based on the results of mastering the discipline are presented in the Appendix to tis Work Program of the discipline.

* - OM and SRS are formed on the basis of the requirements of the relevant local regulatory act of the RUDN University

Educational designer:
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