

SYLLABUS

1. General information on the course

Full course name	Fundamentals of Conflictology
Full official name of a higher education institution	Sumy State University
Full name of a structural unit	Medical Institute. Department of Neurosurgery and Neurology with Courses of Psychiatry, Narcology, Medical Psychology, Occupational diseases
Author(s)	Sukharieva Viktoriia, Mudrenko Iryna Hryhorivna
Cycle/higher education level	The Second Level Of Higher Education, National Qualifications Framework Of Ukraine – The 7th Level, QF-LLL – The 7th Level, FQ-EHEA – The Second Cycle
Semester	18 weeks across 5 semester
Workload	The amount of the discipline is 5 credits. ECTS, 150 hours, of which 36 hours. is contact work with the teacher (36 practical classes).
Language(s)	English

2. Place in the study programme

Relation to curriculum	Elective course available for study programme "Medicine"
Prerequisites	Fundamentals of psychology
Additional requirements	There are no additional conditions
Restrictions	There are no restrictions

3. Aims of the course

The aim of the discipline is to achieve modern knowledge about the nature of conflicts, to acquire practical skills in resolving them, to develop skills how to predict and control the conflict situation, to perceive the conflict positively and to use it pragmatically in medical practice.

4. Contents

Module 1. Introduction to conflictology. General theory of conflict.
Topic 1 Prerequisites for the formation of conflictological thought. Ancient notions of the conflict of being. Conflicts within the socio-political dimension (late nineteenth - early twentieth century.). Conflict theories (end of XX - beginning of XXI century). Formation of conflictology as a science in Ukraine and its development at the present stage.

<p>Topic 2 Conflict as a social phenomenon. Medical conflictology. Subject, method, structure of conflictology. Connection of conflictology with other sciences. Methods of scientific research in Conflict. Functions of conflictology in society.</p>
<p>Topic 3 The concept of conflict. The concept of conflict. The problem of conflict definition . Comparison of the term conflict with others to denote a collision (rivalry, competition, crisis).</p>
<p>Topic 4 Levels of manifestations and typology of conflicts. The problem of classification in conflictology. The main types of classification of conflicts. Psychological characteristics of different types of conflicts. The boundaries of the conflict. Conflicts in the field of health care .</p>
<p>Topic 5 Factors and causes of conflicts. Conflicts of interest as a fundamental cause of conflict. Objective factors of conflicts. Organizational and managerial causes of conflicts. Socio-psychological causes of conflicts. Individual and personal factors of conflict.</p>
<p>Topic 6 Analysis of structural elements of the conflict. Objective elements of the conflict. Psychological components of conflict. Features of perception of a conflict situation.</p>
<p>Topic 7 Dynamics of conflicts. Mechanisms of conflict. The concept of escalation of the conflict. Types of conflictogens. Blocking conflictogens. Dynamics of interpersonal conflicts. The latent phase of the conflict and the incident. Open phases of the conflict, its culmination. The finale and exit from the conflict.</p>
<p>Topic 8 Methods of research of conflicts and conflict behavior of their participants. Ways to study the behavior of the individual in the conflict. Ontological approach in the study of conflict behavior. Methods of study, especially psychological study of aggression by using a questionnaire Bass-Darko, personality</p>
<p>Topic 9 Conflicts and stress. Stress and psychogenic factors present (socioeconomic, excessive demands, information assault, psychic combat injury in participants ATO, prisoners, victims of violence, natural disasters, family members database, etc.). Psychological factors of stress normalization. First aid in an acute stressful situation. G. Selye's stress theory . Psychological methods of overcoming stress. Methods of emotional self-regulation (exercises " eye movements ", " breathing regulation ", neuromuscular regulation according to Jacobson.)</p>
<p>Module 2. Psychology of conflict. Basics of conflict prevention and resolution.</p>

Topic 10 Personality and conflict.

Approaches to understanding intrapersonal (intrapersonal) conflict. Features and types of internal conflicts of personality. Motivational conflict. Cognitive conflict. Role conflict. Psychoanalytic theories of internal conflicts. Genesis of intrapersonal conflict. Consequences of intrapersonal conflict. The role of personality traits in the genesis of conflict. Pathological personalities, the concept of character accentuations, psychopathy. The concept of deviant (antisocial) behavior. Methods of pathopsychological diagnosis of personality. Psychological conditions of prevention and ways to overcome internal conflicts.

Topic 11 Conflicts in interpersonal relationships.

Causes and factors of interpersonal conflicts. Interpersonal styles of behavior in conflict according to K. Thomas and R. Kilman. Managing interpersonal conflict. Conflicts in the family. Features of marital and family relations. Specifics of family conflicts. Classification of family conflicts. Conditions for the stability of marital relations. Prevention and resolution of family conflicts.

Topic 12 Socio-psychological conflicts in organizations, in particular in the field of health care.

Classification of conflicts in the organization. Consequences of conflicts in the organization. Negative impact of unresolved conflicts. Psychological types of conflicts. Managerial and communicative incompetence of the leader as a source of conflict. Hard worker. Innovation conflicts. Innovation as an object of conflict. Features of interpersonal conflicts. Settlement of innovation conflicts. Labor conflicts. Mastering legal competencies for timely detection and assessment of legal risks of conflict situations in the field of health care, prevention of adverse legal consequences of conflicts, in particular, in the form of retrospective (negative) legal liability - disciplinary, administrative, civil and criminal.

Topic 13 Conflicts of personality in the organization. Psychology of medical workers.

Conflict theory. Intrapersonal conflicts. Sources of interpersonal conflicts. Types of conflict participants and styles of their behavior in conflict situations. Individual conflict competence. Techniques of attack and self-defense in the conflict field. Psychological types of doctors, medical staff. System of interaction "doctor-patient", "doctor-nurse", "nurse-patient". The concept of iatrogenic and sorogenic.

Topic 14 Group conflicts in the organization.

Group research. Intragroup conflicts. Intergroup conflicts. Diagnosis of intragroup conflict. Leader or administrator: the choice is determined by the group.

Topic 15 Technology for forecasting, prevention and prevention of conflicts.

Conflict forecasting. Conflict prevention technology. Conflict prevention. The role of the leader in conflict prevention. Psychology of constructive criticism. The skill of conversation. Conversation is a punishment. Rules of conduct for the leader in a conflict situation.

Topic 16 Constructive resolution of conflicts.

Forms and criteria for ending conflicts. Ways and strategies of constructive conflict resolution.

Topic 17 Technology negotiation and mediation in settling conflicts.

The concept of negotiations. Stages of negotiations. General approaches to the organization of negotiations. Models of behavior in negotiations. Negotiation strategies and tactics. The concept of mediation. Techniques of mediation.

Topic 18 Test control

Final written control, defense of abstracts , thematic presentations.

5. Intended learning outcomes of the course

After successful study of the course, the student will be able to:

LO1	Be critical and self-critical.
LO2	Know and understand the appropriate use of a set of skills (abilities), medical means, interventions and actions to ensure patient / client dignity , privacy / intimacy, confidentiality, protection of his rights, physical, psychological and spiritual needs on the basis of transcultural approach, tolerant and irrational behavior .
LO3	Demonstrate the ability to use appropriate communication skills and behavior with the patient, his family, colleagues and staff of medical institutions, including one of the common European languages.
LO4	Act on the basis of ethical judgments.
LO5	Interact constructively with other people, regardless of their background, cultural characteristics and respect for diversity.
LO6	Treat tasks and responsibilities responsibly.
LO7	Mastering communicative, personal competencies for timely detection, effective prevention and resolution of conflict situations in the field of health care.
LO8	Timely identify and assess the legal risks of conflict situations in the field of health care, prevention of adverse legal consequences of conflicts, in particular, in the form of retrospective (negative) legal liability - disciplinary, administrative, civil and criminal.

7. Teaching and learning activities

7.1 Types of training

Topic 1. Prerequisites for the formation of conflictological thought.
pr.tr.1 "Prerequisites for the formation of conflictological thought." Ancient notions of the conflict of being. Conflicts within the socio-political dimension (late nineteenth - early twentieth century.). Conflict theories (end of XX - beginning of XXI century). Formation of conflictology as a science in Ukraine and its development at the present stage. The study of this topic involves theoretical work in the classroom .
Topic 2. Conflict as a social phenomenon. Medical conflictology.
pr.tr.2 "Conflict as a social phenomenon. Medical conflictology" Subject, method, structure of conflictology. Connection of conflictology with other sciences. Methods of scientific research in Conflict. Functions of conflictology in society.
Topic 3. The concept of conflict.

pr.tr.3 "The concept of conflict."

The concept of conflict. The problem of conflict definition . Comparison of the term conflict with others to denote a collision (rivalry, competition, crisis).

Topic 4. Levels of manifestations and typology of conflicts.

pr.tr.4 "Levels of manifestations and typology of conflicts."

The problem of classification in conflictology. The main types of classification of conflicts. Psychological characteristics of different types of conflicts. The boundaries of the conflict. Conflicts in the field of health care .

Topic 5. Factors and causes of conflicts.

pr.tr.5 "Factors and causes of conflicts."

Conflicts of interest as a fundamental cause of conflict. Objective factors of conflicts. Organizational and managerial causes of conflicts. Socio-psychological causes of conflicts. Individual and personal factors of conflict.

Topic 6. Analysis of structural elements of the conflict.

pr.tr.6 "Analysis of structural elements of the conflict."

Objective elements of the conflict. Psychological components of conflict. Features of perception of a conflict situation.

Topic 7. Dynamics of conflicts.

pr.tr.7 "Dynamics of conflicts."

Mechanisms of conflict. The concept of escalation of the conflict. Types of conflictogens. Blocking conflictogens. Dynamics of interpersonal conflicts. The latent phase of the conflict and the incident. Open phases of the conflict, its culmination. The finale and exit from the conflict.

Topic 8. Methods of research of conflicts and conflict behavior of their participants.

pr.tr.8 "Topic 8. Methods of research of conflicts and conflict behavior of their participants."

Ways to study the behavior of the individual in the conflict. Ontological approach in the study of conflict behavior. Methods of study in conflict, especially psychological study of aggression, characteristics of personality, emotional intelligence, mechanisms of coping.

Topic 9. Conflicts and stress.

pr.tr.9 "Conflicts and stress"

Stress and psychogenic factors present (socioeconomic, excessive demands, Information assault, psychic combat injury in participants ATO, prisoners, victims of violence, natural disasters, family members database, etc.). Psychological factors of stress normalization. First aid in an acute stressful situation. G. Selye's stress theory . Psychological methods of overcoming stress. Methods of emotional self-regulation (exercises "eye movements", "breathing regulation", neuromuscular regulation according to Jacobson). The study of this topic involves theoretical work in the classroom, in the absence of quarantine restrictions, work at the patient's bedside. Using a virtual simulation (watching movies) with further discussion.

Topic 10. Personality and conflict.

pr.tr.10 "Personality and conflict."

Approaches to understanding intrapersonal (intrapersonal) conflict. Features and types of internal conflicts of personality. Motivational conflict. Cognitive conflict. Role conflict. Psychoanalytic theories of internal conflicts. Genesis of intrapersonal conflict. Consequences of intrapersonal conflict. The role of personality traits in the genesis of conflict. Pathological personalities, the concept of character accentuations, psychopathy. The concept of deviant (antisocial) behavior. Methods of pathopsychological diagnosis of personality. Psychological conditions of prevention and ways to overcome internal conflicts.

Topic 11. Conflicts in interpersonal relationships.

pr.tr.11 "Conflicts in interpersonal relationships."

Causes and factors of interpersonal conflicts. Interpersonal styles of behavior in conflict according to K. Thomas and R. Kilman. Managing interpersonal conflict. Conflicts in the family. Features of marital and family relations. Specifics of family conflicts. Classification of family conflicts. Conditions for the stability of marital relations. Prevention and resolution of family conflicts. Getting acquainted with the work of the office "hotline", the methodology of counseling in crisis situations.

Topic 12. Socio-psychological conflicts in organizations, in particular in the field of health care.

pr.tr.12 "Socio-psychological conflicts in organizations, in particular in the field of health care."

Classification of conflicts in the organization. Consequences of conflicts in the organization. Negative impact of unresolved conflicts. Psychological types of conflicts. Managerial and communicative incompetence of the leader as a source of conflict. Hard worker. Innovation conflicts. Innovation as an object of conflict. Features of interpersonal conflicts. Settlement of innovation conflicts. Labor conflicts. Mastering legal competencies for timely detection and assessment of legal risks of conflict situations in the field of health care, prevention of adverse legal consequences of conflicts, in particular, in the form of retrospective (negative) legal liability - disciplinary, administrative, civil and criminal. Virtual simulation (demonstration of thematic videos).

Topic 13. Conflicts of personality in the organization. Psychology of medical workers.

pr.tr.13 "Conflicts of personality in the organization. Psychology of medical workers"

Conflict theory. Intrapersonal conflicts. Sources of interpersonal conflicts. Types of conflict participants and styles of their behavior in conflict situations. Individual conflict competence. Techniques of attack and self-defense in the conflict field. Psychological types of doctors, medical staff. The system of interaction "doctor-patient", "doctor-nurse", "nurse-patient". The concept of iatrogenic and sorogenic. The study of this topic involves theoretical work in the classroom, in the absence of quarantine restrictions work in the department of the medical institution. Application of virtual simulation (watching movies) with further discussion.

Topic 14. Group conflicts in the organization.

<p>pr.tr.14 "Group conflicts in the organization." (full-time course)</p> <p>Group research . Intragroup conflicts. Intergroup conflicts. Diagnosis of intragroup conflict. Leader or administrator: the choice is determined by the group. The study of this topic involves theoretical work in the classroom , in the absence of quarantine restrictions work in the department of the medical institution. Application of virtual simulation (watching movies) with further discussion.</p>
<p>Topic 15. Technology for forecasting, prevention and prevention of conflicts.</p>
<p>pr.tr.15 "Technology of forecasting, prevention and prevention of conflicts."</p> <p>Conflict forecasting . Conflict prevention technology . Conflict prevention . The role of the leader in conflict prevention . Psychology of constructive criticism. The skill of conversation. Conversation is a punishment. Rules of conduct for the leader in a conflict situation. Application of virtual simulation (watching movies) with further discussion.</p>
<p>Topic 16. Constructive resolution of conflicts.</p>
<p>pr.tr.16 "The constructive solution of conflicts."</p> <p>Forms and criteria for ending conflicts. Ways and strategies of constructive conflict resolution. Application of virtual simulation (watching movies) with further discussion.</p>
<p>Topic 17. Technology negotiation and mediation in settling conflicts.</p>
<p>pr.tr.17 "Technology negotiation and mediation in settling conflicts."</p> <p>The concept of negotiations. Stages of negotiations. General approaches to the organization of negotiations. Models of behavior in negotiations. Negotiation strategies and tactics . The concept of mediation. Techniques of mediation. Application of virtual simulation (watching movies) with further discussion.</p>
<p>Topic 18. Test control</p>
<p>assessm.18 "Test control"</p> <p>Final written control, protection abstract reviews and thematic presentations.</p>

7.2 Learning activities

LA1	E- learning in systems (Meet, MIX, Zoom)
LA2	Discussion (chat) in viber
LA3	Discussion of cases
LA4	Participation in discussion (group and pair)
LA5	Preparation for practical classes
LA6	Self-study
LA7	Preparation of multimedia presentations
LA8	Watching educational films
LA9	Preparation for current and final control

LA10	Work with textbooks and relevant information sources (atlas of experimental psychological research of the person, psychodiagnostic scales)
LA11	Individual research project (student research paper, article, thesis, etc.)
LA12	Practical work in the office " Hotline" for the acquisition of crisis counseling skills

8. Teaching methods

Course involves learning through:

TM1	Interactive lectures
TM2	Case-based learning (CBL). Learning based on the analysis of a clinical case, situation
TM3	Team-based learning (TBL). Team-oriented training
TM4	Research-based learning (RBL). Learning through research
TM5	Role play
TM6	Demonstration method
TM7	Educational discussion / debate

Seminars, workshops, self-study with the possibility of consultation with teachers, e-learning, problem-based learning, learning through the implementation of individual research tasks, training demonstrations on the basis of typical patients / clients, the use case method.

GC 1. Ability to abstract thinking, analysis and synthesis. GC 2. Ability to learn, master modern knowledge and apply them in practical situations. GC 3. Knowledge and understanding of the subject area and understanding of professional activity. GC 4. Ability to adapt and act in a new situation. GC 5. Ability to make informed decisions; work in a team; interpersonal skills. GC 6. Ability to communicate in a foreign language. GC 7. Ability to use information and communication technologies. GC 8. Definiteness and persistence in terms of tasks and responsibilities GC 9. The ability to exercise their rights and responsibilities as a member of society, to realize the values.

9. Methods and criteria for assessment

9.1. Assessment criteria

ECTS	Definition	National scale	Rating scale
	Outstanding performance without errors	5 (Excellent)	$170 \leq RD \leq 200$
	Above the average standard but with minor errors	4 (Good)	$140 \leq RD < 169$
	Fair but with significant shortcomings	3 (Satisfactory)	$120 \leq RD < 139$
	Fail – some more work required before the credit can be awarded	2 (Fail)	$0 \leq RD < 119$

9.2 Formative assessment

FA1	Interviews and oral comments of the teacher on his results
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FA2	Defense of an individual research project (speech at a conference, competition of scientific works)
FA3	Solving situational cases
FA4	Protection of presentations and abstracts
FA5	Peer assessment

9.3 Summative assessment

SA1	Evaluation of written work, surveys, situation case
SA2	Defense of an individual research project (incentive activities, additional points)
SA3	Summary (preparation, presentation, defense)
SA4	Drawing up of complex written modular control

Form of assessment:

The semester of teaching		200 scores
SA1. Evaluation of written work, surveys, situation case		110
	11x10	110
SA3. Summary (preparation, presentation, defense)		10
		10
SA4. Drawing up of complex written modular control		80
		80

Form of assessment (special cases):

The semester of teaching		200 scores
SA1. Evaluation of written work, surveys, situation case		110
	In the case of quarantine restrictions evaluating written work, surveys, solving situational case study conducted in remote mode of application platforms Mix.sumdu.edu.ua, Zoom, Google meet. (11x10)	110
SA3. Summary (preparation, presentation, defense)		10
	In the case of quarantine restrictions Protection iprezentatsiy and abstracts conducted in remote mode of application platforms Mix.sumdu.edu.ua, Zoom, Google meet.	10
SA4. Drawing up of complex written modular control		80
	Drawing up of complex written modular control In the case of quarantine restrictions assembly differentiated offset conducted remotely using the platform Mix.sumdu.edu.ua, Zoom, Google meet.	80

When mastering the materials of the module, the student is assigned a maximum of 5 points for each practical lesson (the grade is set in the traditional 4- point grading system). At the end of the academic year, the arithmetic mean of student performance is calculated . The maximum number of

points that a student can receive at workshops during the academic year - 100. The number of points a student calculated as 100 multiplied by the average arithmetic and divided by 5. By writing an essay or presentation protection assigned the following points: "5" - 5 points "4" - 4 points, "3" - 3 points, "2" - 0 points. Protection of history diseases: "5" - 5 points, "4" - 4 points, "3" - 3 points, "2" - 0 points. In general, for the history of the disease, a student can get a maximum of 10 points, the minimum required score of 6. Minimum the number of points that a student must receive - 6 points. The maximum number of points for current educational activity of student - 120. The student is allowed to set-off under conditions meeting the requirements of the curriculum and if for current educational activity he scored at least 72 points, 64 points during the workshops, 6 points for the protection or abstract presentations. The test is conducted in the form of a final modular control and contains 2 questions, one theoretical, the second - the solution of the situational problem. Test credited if student scored at least 48 points out of 80. Incentive points are added to the assessment of discipline on execution of an individual research project (protection of student distribution was the same job 12 points speak at the conference 5 points, poster presentation at the conference 4 points, thesis papers 3 points). The total score in the discipline may not exceed 200 points.

10. Learning resources

10.1 Material and technical support

MTS1	"Sumy regional clinical medical Center for Socially Dangerous Diseases "
MTS2	Library funds, atlas of experimental psychological research of the person, psychometric scales, psychodiagnostic techniques
MTS3	Multimedia, video and sound reproduction, projection equipment (video cameras, projectors, screens, smart boards, laptops)
MTS4	Software maintenance (to support distance learning, internet samodiahnomtyky state mental functions students)

10.2 Information and methodical support

Essential Reading	
1	Methodical instructions on the course "Medical Psychology (in Questions and Answers)" compiled by I. G. Mudrenko. - Sumy : Sumy State University, 2018.- 98 p.
2	Timofieva MP Psychology of communication: educational and methodical manual for students of higher medical educational institutions of Ukraine / Timofieva MP, Borisyuk AS, Pavlyuk OI - Chernivtsi, 2019. - 100 p.
3	"Clinical suicidology" / According to the general. ed. L. M. Yurieva, N. O. Maruta, J. B. Linsky; IG Mudrenko. Kharkiv, 2020. 302 p.
4	IG Mudrenko, OI Matlay. Methodical instructions for practical classes and independent work on the course "Medical Psychology (in questions and answers)" [Electronic resource] : for students of specialty 222 "Medicine" full-time education. Sumy: Sumy State University, 2021. 70 p.
5	Matviichuk T. F. Conflict: a teaching guide / T. F. Matviichuk. Lviv : HALYCH-PRESS. 2018.C. 76.

Supplemental Reading	
1	Modern problems suicidology / Kozhin G. M. [and others.] Ed .: P. V. Voloshin, N. O. Maruta. Kharkiv : Strokov DV, 2018. p. 227 : fig.
2	Maruta, I. Mudrenko Clinical-psychopathological mechanisms of formation of suicidal behavior in dementia. European Psychiatry. 2020. Vol.63. C. 267.
3	Psychological consequences of staying rescuers in the area of anti-terrorist operation Lebedev S., Nazarov AA, Ovsyannikov YO, Onishchenko NV Pohilko DS, Timchenko OV Khristenko VE Psychological consequences of rescuers' stay
4	Onischenko N. V. Emergency psychological assistance to victims in conditions of extreme situations: Theoretical and Applied Aspects : monograph. - 2018.–584 s.
5	Mudrenko I. G. Factors suicidal behavior in patients with dementia // Medical Psychology. 2018. T. 12, № 3. S. 53–57
6	Mudrenko IH Peculiarities of higher psychological functions and emotional sphere in patients with dementia of various types associated with suicidal risk // Inter Collegass. 2018. Vol. 5, № 1. P. 46–49.
Web-based and electronic resources	
1	http://extrpsy.nuczu.edu.ua/sites/all/books/kryzova.pdf