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| **ÇAĞ UNIVERSITY**  **FACULTY OF ECONOMICS AND ADMINISTRATIVE SCIENCES**  **INTERNATIONAL TRADE & LOGISTICS PROGRAM** | | | | | | | | | | | | | | | | | | | | | | | |
| **Code** | | | | **Course Title** | | | | | | | | | | | | **Credits** | | | | **ECTS** | | | |
| OSD 149 | | | | Conflict Management | | | | | | | | | | | | (2-0-2) 2 | | | | 3 | | | |
| **Prerequisites** | | | | | | | None | | | | | | | | | | | | | | | | |
| **Language of Instruction** | | | | | | | Turkish | | | | **Mode of Delivery** | | | | | | Online (Zoom ID: 592 241 4616 / Password: 9RnL8s) | | | | | | |
| **Course Type/Level** | | | | | | | Elective/1st Year/Fall Semester | | | | | | | | | | | | | | | | |
| **Instructor** | | | | | **Title & Full Name** | | | | | **Course Hours** | | | | | | **Office Hours** | | | | | | **Contact** | |
| **Course Coordinator** | | | | | Asst. Prof. Dr. Yonca BİR | | | | | Friday 18:30-20:00 | | | | | | Tues. 10:00-11:00 | | | | [yoncabir@cag.edu.tr](mailto:yoncabir@cag.edu.tr) | | | |
| **Course Objectives** | | | | | In today’s evolving business environment, managing power dynamics and political interactions among individuals, groups, and organizations is crucial. This course aims to provide a broad perspective on conflict management by exploring actors, tools, and methods in this field. It will equip students with the skills necessary to manage both individual and organizational conflicts effectively. | | | | | | | | | | | | | | | | | | |
| **Learning Outcomes** | |  | Upon successful completion of this course, students will be able to; | | | | | | | | | | | | | | | **Relationships** | | | | | |
| Program Outcome | | | | | Net Effect |
| **1** | Define fundamental concepts of conflict management. | | | | | | | | | | | | | | | 5 | | | | | 5 |
| **2** | Analyze approaches to conflict management. | | | | | | | | | | | | | | | 6 | | | | | 5 |
| **3** | Understand conflict resolution and transformation methods. | | | | | | | | | | | | | | | 9 | | | | | 5 |
| **4** | Evaluate the performance of organizational actors in various conflict management applications. | | | | | | | | | | | | | | | 1 | | | | | 5 |
| **Course Content:** This course will focus on conflict and its management, its process, the individual and organizational effects of conflicts, key factors influencing conflict, interpersonal, intra-group, and inter-group conflicts and their management, as well as conflict resolution methods, strategies, and applications. | | | | | | | | | | | | | | | | | | | | | | | |
| **Weekly Course Plan** | | | | | | | | | | | | | | | | | | | | | | | |
| **Week** | **Topic** | | | | | | | | | | | **Preparation** | | | | | | | **Teaching Method** | | | | |
| **1** | Management's Perspective on Conflict | | | | | | | | | | | | | | Course Book (Chapter 1) | | | | Presentation&Discussion | | | | |
| **2** | Types of Conflict | | | | | | | | | | | | | | Course Book (Chapter 1) | | | | Presentation&Discussion | | | | |
| **3** | Stages of Conflict | | | | | | | | | | | | | | Course Book (Chapter 1) | | | | Presentation&Discussion | | | | |
| **4** | Sources of Conflict | | | | | | | | | | | | | | Course Book (Chapter 1) | | | | Presentation&Discussion | | | | |
| **5** | Consequences of Conflict | | | | | | | | | | | | | | Course Book (Chapter 1) | | | | Presentation&Discussion | | | | |
| **6** | Conflict Management | | | | | | | | | | | | | | Course Book (Chapter 2) | | | | Presentation&Discussion | | | | |
| **7** | Action Steps in Conflict Management | | | | | | | | | | | | | | Course Book (Chapter 2) | | | | Presentation&Discussion | | | | |
| **8** | **Midterm exam** | | | | | | | | | | | | | |  | | | |  | | | | |
| **9** | Core Skills in Conflict Management | | | | | | | | | | | | Course Book (Chapter 2) | | | | | | Presentation&Discussion | | | | |
| **10** | Monitoring and Identifying Conflicts | | | | | | | | | | | | Course Book (Chapter 2) | | | | | | Presentation&Discussion | | | | |
| **11** | Factors Influencing Conflict Management | | | | | | | | | | | | Course Book (Chapter 2) | | | | | | Presentation&Discussion | | | | |
| **12** | Conflict Management Strategies | | | | | | | | | | | | Course Book (Chapter 2) | | | | | | Presentation&Discussion | | | | |
| **13** | Controlling Anger in Conflict | | | | | | | | | | | | Course Book (Chapter 3) | | | | | | Presentation&Discussion | | | | |
| **14** | Communication in Conflict Processes | | | | | | | | | | | | Course Book (Chapter 4) | | | | | | Presentation&Discussion | | | | |
| **15** | Approaches in Conflict Management | | | | | | | | | | | | Course Book (Chapter 5) | | | | | | Presentation&Discussion | | | | |
| **16** | **Final exam** | | | | | | | | | | | |  | | | | | |  | | | | |
| **RESOURCES** | | | | | | | | | | | | | | | | | | | | | | | |
| **Course Book:**  Emin KARİP, Conflict Management, 7th Edition, 2020, Pegem Publishing | | | | | | | | | | | | | | | | | | | | | | | |
| **Supplementary Materials:**  Kenneth CLOKE, Joan GOLDSMITH, Translated by Elif BERKAN, Conflict Management, 2018, Sola Unitas Publishing .  Prof. Dr. Füsun AKKOYUN, Conflict Management, 7th Edition, 2020, Seçkin Publishing | | | | | | | | | | | | | | | | | | | | | | | |
| **Notes** Slides | | | | | | | | | | | | | | | | | | | | | | | |
| **ASSESSMENT & EVALUATION** | | | | | | | | | | | | | | | | | | | | | | | |
| **Activity** | | | | | | **Number** | | | **Contribution** | | | | | | **Notes** | | | | | | | | |
| **Midterm** | | | | | | **1** | | | **40%** | | | | | |  | | | | | | | | |
| **Final Exam** | | | | | | **1** | | | **60%** | | | | | |  | | | | | | | | |
| **Semester Success Rate** | | | | | | **1** | | | **40%** | | | | | |  | | | | | | | | |
| **Final Success Rate** | | | | | | **1** | | | **60%** | | | | | |  | | | | | | | | |
| **ECTS TABLE** | | | | | | | | | | | | | | | | | | | | | | | |
| **Content** | | | | | | | | **Number** | | | | | | **Hours** | | | | | | | **Total** | | |
| **Course Duration** | | | | | | | | 14 | | | | | | 2 | | | | | | | 28 | | |
| **Off-Class Study** | | | | | | | | 14 | | | | | | 2 | | | | | | | 28 | | |
| **Midterm** | | | | | | | | 1 | | | | | | 10 | | | | | | | 10 | | |
| **Final Exam** | | | | | | | | 1 | | | | | | 15 | | | | | | | 15 | | |
| **Total**  **Total / 30**  **ECTS Credits** | | | | | | | | | | | | | | | | | | | | | **81** | | |
| **=81/30=2.7** | | |
| **3** | | |