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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 |
| **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** |