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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Al-Farabi Kazakh National University**  **Syllabus**  **Autumn semester 2020-2021** | | | | | | | | | | | | |
| **Code of discipline** | | **Name of discipline** | **Type** | **Hours per week** | | | | | | **Credits** | **ECTS** | |
| **lecture** | **Practical** | | **Lab** | | |
|  | | “Interpersonal Conflict in the Workplace” | ОК | 2 | 1 | | 0 | | | 3 | 5 | |
| **Lector** | | Lecturer: Professor, higher doctor of psychological sciences  Duisenbekov D.D. | | | | **Office hour** | | | | | According schedule | |
| **e-mail** | | e-mail: dauletdd@mail.ru | | | |
| **Telephone** | | Telephone: +77019933897; +77773768493; +77077291955; +77272925717 (2131) | | | | **Auditorium** | | | | |  | |
| **Academic presentation of the course** | | Content of the discipline " Interpersonal Conflict in the Workplace t" is aimed to studying basics of general and applied psychology that are necessary for training specialists of mastership degree in the system of higher education. The main thesis of the discipline is a human being as personality and individuality and doer of managing and communicative activity.  § The purpose of the course is to conduce students to acquire basic knowledge of psychology for applying them in their life and for development of their professional potential. | | | | | | | | | | |
| **Prerequisites** | | Psychology, Psychology of Inter-Personal Communication | | | | | | | | | | |
| **Postrequisites** | |  | | | | | | | | | | |
| **Informational resource** | | **Main Bibliography**  1. Jody Worley J. Conflict Resolution. – Tulsa, OK: University of Oklahoma, 2019.  2. Greenbaum R. Interpersonal Conflict in theWorkplace.  <https://rutgers.instructure.com/courses/118304>.  3. Gross Richard. Psychology: The *Science of Mind* and Behaviour. - Hodder Education; 7th Revised edition, 2015. – 1000 p.  4. Hilgard E.R., Atkinson R.C. Introduction to Psychology. – N.Y.; Chicago: Harcourt, Brace & World, 2007.  5. Sanderson A., Safdar S. Рsychology. - University of Guelph: Wiley-sons Canada. Ltd., 2012.  6. Гришина Н. В. Психология конфликта. 2-е изд. — СПб.: Питер, 2008. — 544 с: ил. — (Серия «Мастера психологии»).  7. Волкогонова О.Д., Зуб А.Т. Управленческая психология. – Москва: ИД «Форум» - Инфра, 2015.  8. Морозов, А. В. Управленческая психология. - М.: Академический проект; Трикста, 2015.  9. Урбанович А.А. Психология управления. Учебное пособие. - Мн.: Харвест, 2015.  **Additional Bibliography**  1. Рыжов Б. С.Проблемы межличностного конфликта в социальной психологии. –   |  | | --- | | Национальный институт имени Екатерины Великой: [Вестник Екатерининского Института](https://www.elibrary.ru/contents.asp?id=33934251), 2013. – С. 071-076 |   2. Вахнина В. В., Мальцева Т. В., Ульянина О. А., Михайлова Т. В. Основы конфликтологии в деятельности руководителей органов внутренних дел: учебное пособие. – М. : Академия управления МВД России, 2019. – 100 с.  3. Армстронг М. Стратегическое управление человеческими ресурсами. - М.: ИНФРА-М., 2014.  4. Becker G.S. Human capital: Theoretical and Empirical Analysis. - N-Y., 2011.  5. Берн Эрик. Игры, в которые играют люди, люди которые играют в игры. - СПб.: Питер, 2012.  6. Добреньков В.И. Управление человеческими ресурсами: социально-психологический подход. Учеб. пособие. - М.: КДУ, 2015. | | | | | | | | | | |
| **Structure of discipline** | | This is an introductory course that will be carried out a general acquaintance with a large amount of theoretical material. Home works (exercises) will give you an opportunity to get acquainted with the practical application of theoretical material. You can work together with another student with homework. | | | | | | | | | | |
| **Academic policy of the course in the context of university values** | | 1. For each class you have to prepare according to the schedule below. Each task should be completed by the class, where the topic is discussed.  2. Homework will be distributed throughout the semester, as shown in the graph of discipline.  3. Most homework will include a few questions that can be answered by querying on the database example; you need to perform queries and answers that you got used to the next part of the homework. Search SQL appropriate learning resources may be required to study necessary inquiries.  4. During the semester, you will use the material studied in the project. Specific requirements for the project will be distributed in class. All parts of the project will constitute 10% of the final mark of the course.  5. You will need to complete the main project programming, providing for the development of database applications using the database structure provided by the lector. Specific requirements will be distributed in class. The project will cost 15% of the final grade.  When homework subject to the following rules:  • Homework should be carried out within a specified time. Later, homework will not be accepted.  • Homework should be done on one side of a sheet of A4 paper, and pages must be attached in order of numbering issues (problems). Questions (task) must be numbered, and definitive answers (if necessary) must be provided. (Homework, do not meet these standards will be returned with an unsatisfactory evaluation).  • You can work together with another student with homework. | | | | | | | | | | |
| **Evaluation and appraisal policy** | | Appropriate timing of homework may be extended in the event of extenuating circumstances (such as illness, emergencies, contingency, etc.) in accordance with the University's academic policies. Student participation in discussions and exercises during class will be taken into account in its overall assessment of the discipline. Design issues, dialogue and feedback on the subject of discipline are welcomed in classes, and the lector during final grade will take into account the participation of each student in the class. | | | | | | | | | | |
| **Summative estimation** | | | | | | | | | | |
| **Policies** | | **Description of independent work** | | | | | | **Weight** | | | **Results of study** | |
| Homework  Self-work  SWML  Exams  **TOTAL** | | | | | | 35%  10%  15%  40%  100% | | | 1,2,34,5,6  2,3,4  4,5,6  1,2,3,4,5,6 | |
| Your final score will be calculated by the formula:  Below are minimum estimates (in Percentage):  95% - 100%: А 90% - 94%: А-  85% - 89%: В+ 80% - 84%: В 75% - 79%: В-  70% - 74%: С+ 65% - 69%: С 60% - 64%: С-  55% - 59%: D+ 50% - 54%: D- 0% -49%: F | | | | | | | | | | |
| **Policies of the discipline** | | Appropriate timing of homework or projects may be extended in the event of extenuating circumstances (such as illness, emergencies, contingency, etc.) in accordance with the University's academic policies. Student participation in discussions and exercises during class will be taken into account in its overall assessment of the discipline. Design issues, dialogue and feedback on the subject of discipline are welcomed in classes, and the lector during final grade will take into account the participation of each student in the class. | | | | | | | | | | |
| **Schedule of discipline** | | | | | | | | | | | | |
| **Week** | **Thematic block \*\* I – Theoretical Bases of Interpersonal Conflict in the Workplace** | | | | | | | | **Hours** | | | **Max. points** |
| **1** | Lecture 1 Introduction to Psychology of Interpersonal Conflict in the Workplace | | | | | | | | 2 | | | 1 |
|  | Practical lesson 1 Psychology of Interpersonal Conflict in the Workplace as a modern science and practice | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Make a short analysis of literature on the item “Modern psychology of Interpersonal Conflict in the Workplace: science or experience”, compose a glossary of main notions. Prepare an oral presentation | | | | | | | | 1 | | | 6 |
| **2** | Lecture 2 History of development of psychology of Interpersonal Conflict in the Workplace | | | | | | | | 2 | | | 2 |
|  | Practical lesson 2 Stages of Development of Psychology of Interpersonal Conflict in the Workplace | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Elaborate SWOT-analysis on Modern Theories of Interpersonal Conflict in the Workplace. Prepare an oral presentation | | | | | | | | 1 | | | 6 |
| **3** | Lecture 3 Theoretical and methodological bases of psychology of Interpersonal Conflict in the Workplace | | | | | | | | 2 | | | 2 |
|  | Practical lesson 3 Comparative Analysis of Social-political and Industrial Preconditions of Development of Psychology of Interpersonal Conflict in the Workplace | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Wright an analytical essay “Paradigms of psychology of management and interpersonal conflict in the workplace : Challenges of 21st century” | | | | | | | | 1 | | | 6 |
| **4** | Lecture 4 Research methods in psychology of management of interpersonal conflict in the workplace | | | | | | | | 2 | | | 1 |
|  | Practical lesson 4 Characteristics of the main diagnostic methods in psychology of management and interpersonal conflict in the workplace | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Conduct an applied research with the help of tests “Assessment of a leader’s activity effectiveness”; “Assessment of career orientations – Anchors of career” (by free choice) | | | | | | | | 1 | | | 6 |
| **Thematic block \*\* II – Personality in Management System and Interpersonal Conflict in the Workplace** | | | | | | | | | | | | |
| **5** | Lecture 5 Personality in managerial interaction and interpersonal conflict in the workplace | | | | | | | | 2 | | | 1 |
|  | Practical lesson 5 Social state and social role of personality in society and organization | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Distinguish team-leader roles on the bases of analysis of personality psychological peculiarities by the test of R.M. Belbin | | | | | | | | 1 | | | 6 |
| **6** | Lecture 6 Personality of the leader as a subject of organization manager within interpersonal conflict in the workplace | | | | | | | | 2 | | | 1 |
|  | Practical lesson 6 Team-leader as a subject of organization management on the bases of managerial styles research | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Compose a psychological portrait of the modern leader of organization within interpersonal conflict in the workplace | | | | | | | | 1 | | | 6 |
| **7** | **RC 1** Psychology of managerial decisions making  Managerial decisions making and realization and their efficiency evaluation  Create a presentation on the item “Typology of managerial decisions”. Make conclusions | | | | | | | |  | | | 17 |
| **Total** | | | | | | | | |  | | | **100** |
| **8** | Lecture 8 Motivation aspects of management up to interpersonal conflict in the workplace | | | | | | | | 2 | | | 1 |
|  | Practical lesson 8 Working out motivation strategies and methods in a format of case-study | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Construct a case “Increasing of motivation of organization employees” | | | | | | | | 1 | | | 6 |
| **9** | Lecture 9 Personality and building up of business career in organization in concern to interpersonal conflict in the workplace | | | | | | | | 2 | | | 1 |
|  | Practical lesson 9 Technologies of career promotion and evaluation of personality career potential in account to interpersonal conflict in the workplace | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Create and work out an individual program “My career and professional development (growth)” | | | | | | | | 1 | | | 6 |
| **Thematic block \*\* III – Communicative Processes in the Sphere of Management and Interpersonal Conflict in the Workplace** | | | | | | | | | | | | |
| **10** | Lecture 10 Psychology of business communication and professional intercourse in connection to conflicts in the workplace | | | | | | | | 2 | | | 1 |
|  | Practical lesson 10 Communicative barriers in business communication and means of their maintenance (prophylaxis) by mini-cases | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Create a case-study on item “Forms of business communication”. Prepare an oral presentation and conduct an analysis | | | | | | | | 1 | | | 6 |
|  | **Mid-term Examination** | | | | | | | |  | | |  |
| **11** | Lecture 11 Psychology of inter-action processes in organization and management situations and conflicts | | | | | | | | 2 | | | 1 |
|  | Practical lesson 11 Mechanisms of inter-personal perception formation in organization and management situations and conflicts | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Prepare a training program on the item “Effective technologies of self-presentation” | | | | | | | | 1 | | | 6 |
| **12** | Lecture 12 Psychology of cross-cultural communication and interpersonal conflict in the workplace | | | | | | | | 2 | | | 1 |
|  | Practical lesson 12 Cross-cultural management as a factor of productive communication | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Define a level of your own emotional intelligence by N. Holl technique. Make a plan for its increase for your career success | | | | | | | | 1 | | | 6 |
| **13** | Lecture 13 Managing different emotional states in connection to interpersonal conflicts in the workplace | | | | | | | | 2 | | | 1 |
|  | Practical lesson 13 Means of managing emotional environment of organization within interpersonal conflict in the workplace | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Presuppose your own program “Techniques of emotional state regulation for improving of collective’s psychological climate” | | | | | | | | 1 | | | 6 |
| **14** | Lecture 14 Psychology of managerial conflicts: communicative, group and interpersonal conflicts on the workplace | | | | | | | | 2 | | |  |
|  | Practical lesson 14 Diagnostics of conflicts in managerial activity, strategies and technologies of coping | | | | | | | | 1 | | |  |
|  | Theme of Self-work (SRD) Prepare mini-cases for solving problem situations with group, managerial and interpersonal conflicts on the workplace. Prepare an oral presentation and conduct an analysis | | | | | | | |  | | |  |
| **15** | **RC 2** Psychological features of organization’s corporative culture accounting different conflicts on the workplace  Predicting of corporative culture prospects within conflicts on the workplace on the basis of analysis of its indicators  Compose a case-study on an item: “Account of cross-cultural communication in business intercourse and within conflicts on the workplace”. Make recommendations for leadership | | | | | | | | 1 | | | 16 |
| **Total** | | | | | | | | |  | | | **100** |
| **Exam** | | | | | | | | |  | | | **100** |

Head of the General and Implied

Psychology Department Z.B. Madalieva

Bureau of N.S. Zhubanazarova

Philosophy and Political science faculty

Professor, higher doctor of psychological sciences D.D. Duisenbekov

HR 5343-301: Conflict Resolution

Course Description:

This course will explore the nature and origins of human conflict in modern life. It will emphasize an understanding of conflict and resolution methods useful in professional counseling and other HR settings such as organizational development and interpersonal facilitation.

Class Dates, Location and Hours:

Dates: March 10 – 16, 2019

Location: Hangar 2, Room 202, Hickam AFB, Hawaii.

Hours: Sunday 8:30 a.m.-4:30 p.m.; Monday - Friday 6:00-10:00 p.m.; Saturday 8:30 a.m. - 12:30 p.m.

Last day to enroll or drop without penalty: February 9, 2019

Site Director:

Email: aphickam@ou.edu. Phone: 808-449-6364 (DSN & Commercial).

Professor Contact Information:

Course Professor: Jody Worley, Ph.D.

Mailing Address: University of Oklahoma

4502 E. 41st Street, 1H26

Tulsa, OK, 74035

Telephone Number: 918/660-3486

Fax Number: 918/660-3490

E-mail Address: jworley@ou.edu

Professor availability: The professor will be available via e-mail to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.

Textbook(s) and Instructional Materials:

Student materials are available at the OU Follett Bookstore located at 1185 Asp Avenue; Norman, OK, and can be ordered online, by phone, by email, or by fax. Ordering online at http://www.bkstr.com/oklahomastore/home is strongly recommended – students can track the status of their order within 48 hours. If an order has not been shipped within three days, students can contact the Follett textbook manager by phone (405) 325-3511, (800) 522-0772 (toll-free) or email 0831mgr@fheg.follett.com. Phone orders (ask for the textbook manager and identify yourself as an Advanced Programs student) can be placed 8 a.m. to 6 p.m. Monday through Thursday; 8 a.m. to 5 p.m. on Friday; 10 a.m. to 4p.m. on Saturday (CST). Summer hours: 9 a.m. to 5 p.m. Monday through Friday (CST). Fax orders can be placed 24 hours a day at (405) 325-7770. Text prices are available online.

1. Hocker and Wilmot, (2013). *Interpersonal Conflict* (9th ed.), McGraw-Hill. ISBN 9780078036934

2. Materials posted on the OU Canvas learning management system: Access Canvas at https://canvas.ou.edu, enter your OU NetID and password, and select course to access material. If you require assistance with Canvas, please click on the Help icon. You can search the Canvas guides, chat with Canvas support, or contact OU IT.

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Note: Follett is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through Follett.

Course Objectives:

The overall purpose of the course is for you to enhance and strengthen your skills when managing conflict. The course examines the dynamics of everyday conflicts across a variety of settings, from personal relationships to the workplace. You will draw on your own experiences and case studies supplied in class to learn the principles of conflict and the techniques for productive management. Both theory and application will be stressed, with an emphasis on their interrelation.

More specifically, at the end of this course you will be able to:

• List key elements present in conflict situations

• Clarify the impact gender and culture have on conflict choices

• Explain typical conflict reactions in your family of origin and their impact on you

• Describe the types of goals people try to accomplish during conflicts

• Conceptually distinguish between different styles of conflict

• Explain the role of power in conflict situations

• Make recommendations for different types of interventions into conflict

• Distinguish between mediation, arbitration and adjudication

• Discuss the advantages of forgiveness & reconciliation

• Suggest strategies for preventing destructive conflict

Course Outline:

1. Conflict Components a. The Nature and Perspectives of Conflict

b. Interests and Goals

c. Power: The Structure of Conflict

d. Conflict Styles

2. Special Applications a. The Role of Emotions in Conflict

b. Analyzing, De-escalating and Resolving Conflict

c. Interpersonal Negotiation

d. Third-Party Intervention

Assignments, Grading and Due Dates:

Chapter Content Reviews (150 points)

You will complete three *chapter content review assessments* (50 points each). Each review will cover 3 chapters from the required textbook. I am calling them *content reviews* rather than quizzes or tests because you will be reviewing content that you have already read from the book. You may use your book and notes as you *review the content* and answer the questions. There is a lot of material to cover in a short amount of time. The reviews will be comprised of true-false, multiple choice, and short-answer questions.

Conflict Resolution Application Assignments (200 points)

You will complete two application exercises (100 points each) that you will turn in for a grade. We will have several in-class activity/exercises throughout the course. All of the activities are designed to develop, practice, and improve your conflict resolution skills. Two of these exercises will be submitted for a grade.

1. Elements of Conflict (100 points): This short paper (3-4 pages) assignment is designed to advance your understanding of Hocker and Wilmot’s definition of conflict. It will also help you learn to identify these concepts in a real-life situation. Finally, this exercise is an opportunity for you to gain

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insight and build your competency at managing conflict. We will begin this exercise in class and you will have an opportunity work on this some during class time. There is a handout with specific details for this assignment. 2. Interpersonal relationship conflict (100 points): This assignment provides detailed practice for better understanding the communication and conflict concepts discussed in the textbook, and has the potential to improve *at least one* of your interpersonal relationships. We will discuss the details of this assignment in class. You will begin working on the assignment during class. You will use the *conflict assessment guide* (pp. 242-244) and the *difficult conversations guide* (pp. 245) in the required textbook to structure your paper. Although this paper will probably be a longer than the first assignment, the *conflict assessment guide* and the *difficult conversations guide* provide specific questions that guide you through the reflective writing process.

All assignments are be due by the last day of class.

Grading:

This is a letter-graded course: A, B, C, D, or F.

Notice: Failure to meet assignment due dates could result in a grade of “I” (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.

Final course grades will be assigned based on the total number of points that you earn from the required course assignments. Specifically, the final course grades will be assigned according to the following scale:

315 - 350 points = A

280 - 314 points = B

245 - 279 points = C

210 - 244 points = D

< 210 points = F

**Interpersonal Conflict in the Workplace**

37:575:481:90, index 19469

Spring 2021 - Online

Instructor: Ryan Greenbaum

Office: 215B Janice H. Levin Bldg

Office Hours: Virtual Hours – TBD - https://rutgers.zoom.us/my/rg918

Personal Meeting ID - 634 135 7159

E-mail: ryan.greenbaum@rutgers.edu

Phone: (848) 445-4528

Teaching Assistant: TBD

Course Site: (Canvas): https://rutgers.instructure.com/courses/118304

Course Overview

Description:

This course is designed to introduce upper-division undergraduate students to interpersonal conflict in the workplace. We will discuss and investigate different types of conflict, determine how to recognize conflict, and look at how we interpret conflict in different ways.

Learning Objectives:

Students who successfully complete this course will meet the following official learning objectives of SMLR:

• Communicate effectively at a level and in modes appropriate to an entry level professional. (Goal I)

• Demonstrate an understanding of relevant theories and apply them given the background of a particular work situation (Goal IV)

In addition, successful students will also meet the following course specific goals:

1. Deepen their understanding of key historical and current workplace and social issues through exposure to a variety of research topics and methods;

2. Explore the ethical implications of alternative employment systems and relationships;

3. Develop and improve analytical and writing skills;

4. Create a culture of open discussion, constructive criticism and active collaboration between and among faculty and students.

Class Materials

Readings for this course will consist of scholarly and popular media articles and will be provided in Canvas for the class.

This course is delivered asynchronously in an online format. However, we will be utilizing the Canvas learning management system to access learning materials, post announcements, submitting assignments, communicating via the Inbox feature, and taking quizzes.

Note: Whenever anything is posted to Canvas, you will automatically receive a notification to your rutgers.edu email account. Checking that email account frequently is highly recommended as well.

Grading and Course Requirements

Activity % of grade:

Readings/Discussions 15

Current Event Pods 20

Debate Assignment 25

Midterm/Final Exams 40

Make-up policy:

All work will be due at 11:59 pm ET on Saturday nights. Late work will be accepted for one (1) additional week past the assignment due date, but will assume a 50% penalty, regardless of the reason. Please make sure you are not procrastinating with regard to your assignments. Ample time will be given to reasonably complete each assignment.

Missed current event pods will have additional instructions that will need to be discussed with me.

Rutgers policy on religious holidays: https://scheduling.rutgers.edu/scheduling/religious-holiday-policy

Readings/Discussion Assignments (15% of final grade)

For each topic, there will be a discussion that will need to be completed. These will aid in our class discussions and understanding of different topics and viewpoints. Citations will be required for any outside material that is utilized to complete these activities. All citations are to be done using Chicago Style (notes & bibliography method).

You will be required to complete a post over a specific reading for each topic. Once you have posted your response, you will be given access to the video with my interpretation of the readings. These assignments will serve as a pre-cursor to how we will approach the current event assignments.

Current Event Pods (20% of final grade)

At the start of the semester, you will be given two dates and times to meet with your professor and a few other students in a small “learning pod.” Prior to this meeting, you’ll be asked to read a current event, which will be selected by your professor. During the scheduled meeting, you will discuss the current event with your professor and classmates and apply it to the specified course chapter. Your active participation in this “pod” will determine your grade. More than just showing up, you’ll be expected to offer thoughtful and insightful comments regarding how the current event relates to course concepts. Your grade will also depend on how well you engage with other students regarding the particular topic. Students will meet through Zoom, preferably with the use of a video to increase engagement. There will be two sessions, each worth 10% of your grade.

Debate Assignment (25% of final grade)

You will choose a “hot button” moral issue to examine through the lens of an independent debate. With respect to the “debate,” you will interview people and research points-of-views regarding each side of the hot button moral issue. As the semester progresses, I will post guidelines and expectations for this assignment.

Midterm/Final Exams (40% of final grade)

There will be two (2) exams for this class. These exams will be short-answer exams and will be designed to see how you analyze material that is relevant to the topics covered during each portion of the semester.

These exams will be administered through Canvas and will be open notes. You are expected to complete the exams on your own and according to the academic integrity contract for SMLR and the University.

Each exam will have a 24-hour window that it will be available to you. Once the window opens, you will have 3 hours to complete the exam. Once ALL students have completed the exam, you may meet with me virtually to discuss your exam.

Any make-up exams will need to be approved at least 48 hours in advance of the original exam date. Any unapproved make-up exams will have a 20% score reduction.

Extra Credit

There may be opportunities throughout the semester. If so, I will make sure you are aware of them. *Don’t count on extra credit to save your grade.*

University Guidelines and Resources

Academic Honesty

The University’s policy on cheating and use of copyrighted materials is enforced in this class. Students are expected to pursue knowledge with integrity. Please refer to the Academic Integrity Policy for more detail regarding these policies: http://academicintegrity.rutgers.edu/academic-integrity-at-rutgers

All students registered for this course are asked to sign an Academic Integrity Contract (refer to the last two pages of this syllabus). You must return a signed copy to me or the course TAs and keep a copy for yourself. This contract includes detailed explanations of behavior that constitutes plagiarism and cheating. Examples of a breach of this contract with regard to this specific course include, but are not limited to: sharing your answers or copying another student’s answers on examinations; sending a fellow student who did not attend class the answers to a poll to falsely indicate their presence; copying material that is not your own without providing proper documentation. In the event that this contract is breached, the punishment can range from receiving a failing grade on the assignment, to being placed on disciplinary probation or permanent expulsion from Rutgers.

Students with Disabilities

Students requesting accommodations for disabilities should contact the Office of Disability Services to determine his/her Coordinator. The Coordinator will then provide documentation to the student. Upon review and approval, the student must then provide this documentation to the instructor. Please refer to the Office of Disability Services for Students for more detail regarding this policy: http://disabilityservices.rutgers.edu/. Students may make requests for accommodations: http://disabilityservices.rutgers.edu/request.html

Counseling

CAPS is a comprehensive mental health resource center for the campus community. They offer a variety of high quality counseling services to Rutgers students in order to enhance both academic and personal achievement and progress. Please click on the following link to learn more about their services: http://rhscaps.rutgers.edu/services/counseling

Content of Lectures, Practical Lessons and Tasks for Self-Works on discipline

**“Interpersonal Conflict on the Workplace”** for 1-st Year Mastership Students Studying by Specialty “Personality and Organizational Psychology

**Thematic block \*\* I – Theoretical Bases of Psychology of Management and Interpersonal Conflict on the Workplace**

Lecture 1 Introduction to psychology of management

Lecture 2 History of development of psychology of management

Lecture 3 Theoretical and methodological bases of psychology of management

Lecture 4 Research methods in psychology of management

Practical lesson 1 Psychology of management as a modern science and practice

Practical lesson 2 Stages of development of psychology of management

Practical lesson 3 Comparative analysis of social-political and industrial preconditions of development of psychology of management

Practical lesson 4 Characteristics of the main diagnostic methods in psychology of management

Theme of Self-work 1(SRD) Make a short analysis of literature on the item “Modern psychology of management: science or experience”, compose a glossary of main notions. Prepare an oral presentation

Theme of Self-work 2(SRD) Elaborate SWOT-analysis on modern theories of management. Prepare an oral presentation

Theme of Self-work 3(SRD) Wright an analytical essay “Paradigms of psychology of management: Challenges of 21st century”

Theme of Self-work 4(SRD) Conduct an applied research with the help of tests “Assessment of a leader’s activity effectiveness”; “Assessment of career orientations – Anchors of career” (by free choice)

**Thematic block \*\* II – Personality in Management System and Interpersonal Conflict on the Workplace**

Lecture 5 Personality in managerial interaction

Lecture 6 Personality of the leader as a subject of organization manager

Lecture 7Psychology of managerial decisions making

Lecture 8 Motivation aspects of management

Lecture 9 Personality and building up of business career in organization

Practical lesson 5 Social state and social role of personality in society and organization

Practical lesson 6 Team-leader as a subject of organization management on the bases of managerial styles research

Practical lesson 7 Managerial decisions making and realization and their efficiency evaluation

Practical lesson 8 Working out motivation strategies and methods in a format of case-study

Practical lesson 9 Technologies of career promotion and evaluation of personality career potential

Theme of Self-work 5(SRD) Distinguish team-leader roles on the bases of analysis of personality psychological peculiarities by the test of R.M. Belbin

Theme of Self-work 6 (SRD) Compose a psychological portrait of the modern leader of organization

Theme of Self-work 7(SRD) Create a presentation on the item “Typology of managerial decisions”. Make conclusions

Theme of Self-work 8(SRD) Construct a case “Increasing of motivation of organization employees”

Theme of Self-work 9(SRD) Create and work out an individual program “My career and professional development (growth)”

**Thematic block \*\* III – Communicative Processes in the Sphere of Management and Interpersonal Conflict on the Workplace**

Lecture 10 Psychology of business communication and professional intercourse

Lecture 11 Psychology of inter-action processes in organization and management situations

Lecture 12 Psychology of cross-cultural communication

Lecture 13 Managing different emotional states

Lecture 14 Psychology of managerial conflicts

Lecture 15Psychological features of organization’s corporative culture

Practical lesson 10 Communicative barriers in business communication and means of their maintenance (prophylaxis) by mini-cases

Practical lesson 11 Mechanisms of inter-personal perception formation in organization and management situations

Practical lesson 12 Cross-cultural management as a factor of productive communication

Practical lesson 13 Means of managing emotional environment of organization

Practical lesson 14 Diagnostics of conflicts in managerial activity, strategies and technologies of coping

Practical lesson 15 Predicting of corporative culture prospects on the basis of analysis of its indicators

Theme of Self-work 10(SRD) Create a case-study on item “Forms of business communication”. Prepare an oral presentation and conduct an analysis

Theme of Self-work 11(SRD) Prepare a training program on the item “Effective technologies of self-presentation”

Theme of Self-work 12(SRD) Define a level of your own emotional intelligence by N. Holl technique. Make a plan for its increase for your career success

Theme of Self-work 13(SRD) Presuppose your own program “Techniques of emotional state regulation for improving of collective’s psychological climate”

Theme of Self-work 14(SRD) Prepare mini-cases for solving problem situations and managerial conflicts. Prepare an oral presentation and conduct an analysis

Theme of Self-work 15(SRD) Compose a case-study on an item: “Account of cross-cultural communication in business intercourse”. Make recommendations for leadership