

Title of the Course		CONFLICT MANAGEMENT AND MEDIATION	
Amount in credit points/ECTS)	2/3	Volume (in hours)	80
Prior knowledge	-		
Science Sector	Law science, psychology		
Science Subsector	Psychology, conflict management		
Summary of academic hours		Amount (academic hours)	
Distance learning		40	
Contact hours / video lessons		8	
Exercises, self – assessment questions and tests		16	
Individual work/ discussions in distance		14	
Exams/tests		2	
1 <sup>st</sup> level professional study programme	Office Management		
Author(s) of the course	Alīna Bistrova, Bc.sc.admin.		
Lecturer(s) of the course	Alīna Bistrova, Bc.sc.admin.		
Goal of the course:	To develop understanding about mediation and conflict management. To get introduced to the definition of conflict, its types and escalation levels, research conflict evolution stages. Recognize manipulators and manipulative action inside oneself and others. Learn about and imagine phases of the mediation process.		
Requirements for obtaining credit points (structure of course evaluation):	The final evaluation is calculated: Moodle discussion/tasks – 50% Test – 50% <i>For obtaining final evaluation, both activities should hold successful evaluation – not below 4 points.</i> <i>Final evaluation is the average grade in 10-point system, in proportion of percentage distributed amongst both activities</i>		
Study Results			
1. Knowledge: 1.1.A student compares different methods of mediation and conflict management; 1.2. A student describes the aims and phases of mediation; 1.3.A student describes the techniques of mediation conversation. 2. Skills: 2.1.A student recognizes the communication disturbances and their aversion methods; 2.2.A student connects different methods and techniques to conflict types. 3. Competences: 3.1. A student defines the size of a conflict and its evolution phases; 3.2. A student combines methods when managing a conversation and asks the right questions.			
Content of the Course			

No.	Subjects	Contact hours, video, audio lessons	Distance learning	Exercises, self- assessment questions and tests	Individual task – remote discussion. Description of the individual task is available in the E-studies	Test
1.	Conflicts, escalation.	8	5	2	1	2
2.	Conflict aversion		5	2	1	
3.	Manipulation		5	2	2	
4.	Communication		5	2	2	
5.	Mediation – law of mediation		5	2	2	
6.	Mediation phases		5	2	2	
7.	Mediation conversation, conflicts and negotiation techniques		5	2	2	
8.	Disturbances		5	2	2	
<b>TOTAL:</b>		8	40	16	14	2
<b>80</b>						

**Mastering the course and successfully passing examination, student is capable of (knowledge, skills and competencies)**

Study Results:	Evaluation Criteria		
	(40-69%)	(70-89%)	(90-100%)
<b>Knowledge</b>	General basic knowledge about mediation and conflict management, however cannot discuss course topics in detail and justify one's opinion	Good knowledge about mediation and conflict management, can discuss every course topic in detail	Explicit knowledge about mediation and conflict management, can discuss every course topic in detail and justify one's opinion
<b>Skills</b>	With difficulties recognizes conflicts and evolution stages. Cannot use different methods for asking questions.	Recognizes conflicts and evolution stages well. Partially can use the gained knowledge about communication methods in practice.	Explicitly recognizes conflicts and can stand out of them, as well as manage them. Quickly chooses necessary methods

			and successfully uses them.
<b>Competences</b>	Difficulties to assess conflict causes, define party positions	Can independently assess conflict causes and analyse them.	Outstandingly assesses conflict causes. Does not offer own solutions, however can formulate questions leading to the solution.
<b>Acknowledgement of the obtained study results</b>			
<b>Study Results</b>	<b>1.</b>	<b>2.</b>	<b>3.</b>
<b>Evaluation Method</b>			
Moodle discussions/tasks	X	X	X
Test	X	X	X

<b>Core Literature</b>	
1.	Bērnu un ģimenes lietu ministrijas pilotprojekts. Kas ir mediācija?
2.	Trossen. Integrierte Mediation, Win-Management Schriftenreihe. 2005.
3.	Шостром, Человек – манипулятор. 2008.
4.	Черкасская, Бадхен, Управление конфликтами 3-е изд., пер. и доп. Учебник и практикум для академического бакалавриата, 2017.
5.	Leiendekers, A. Konflikta vadība, 2016, Jumava
<b>Additional Literature</b>	
1.	Randolph Paul. The Psychology of Conflict. Mediating in a Diverse World. Bloomsbury Publishing. 2016.
2.	Шеянов Василий Григорьевич, & Велькина Мария Владимировна (2016). Преимущества медиации. Отечественная юриспруденция, (5 (7)), 10-11.
3.	Похмелкина Г., Кетова О. Конфликт и рефлексия: с точки зрения медиации. 2008.
4.	Latreille P. Mediation at Work: Of Success, Failure and Fragility.// Acas Research Paper 2010.
5.	Глазл Ф. Самопомощь в конфликтах / пер. с нем. Калуга: Духовное познание, 2000.
6.	Ph.D., S. M. (2020). Fight Different: The Power of Focal Thinking in Systemic Conflicts. Szabo+Partners Ltd.