



## Syllabus of Module

# 8. Conflict Management

**Lecturer: Ing. Adéla Karlovská, MBA**

### Module Annotation

Conflict management, also known as conflict resolution, involves having a workplace that precludes conflict and a management team that successfully handles and resolves workplace issues.

The aim for professionals in the workplace should not be to avoid conflict, but to resolve it in an effective manner. Employees with strong conflict resolution skills are able to effectively handle workplace issues.

Individuals who handle conflict in a respectful, optimistic way create the chance for growth and learning within an organization.

### Module Objective

Module goal is

- to acquaint students with conflict management
- students will learn about basic of communication, non-verbal communication and active listening as an important part of conflict prevention
- readers will also get to know 4 components of non-violent communication
- listeners will learn about emotional intelligence and how human brain works in conflict
- students will find out conflict stages, types of conflict and mainly 5 management styles how to resolve disagreements

- readers will learn what skills are important for conflict resolution

## Literature

1. BABAUTA, Leo. The Power of Less: The 6 Essential Productivity Principles That Will Change Your Life
2. COVEY, Stephen R. The 7 Habits of Highly Effective People
3. DWECK, Carol. Mindset: The New Psychology of Success : The New Psychology of Success
4. GOLEMAN, Daniel. (1995). Emotional Intelligence. New York: Bantam Books, 1995. Print.
5. GOLEMAN, Daniel. (1998). What Makes a Leader? Harvard Business Review, 1998. Print.
6. KENNETH W. Thomas and Ralph H. Kilmann. Thomas-Kilmann Conflict Mode Instrument
7. KUSHNER, Harold. Living a Life that Matters: Resolving the Conflict Between Conscience and Success
8. MILLMAN, Dan. Four Purposes of Life
9. PUTNAM, L. L., & Poole, M. S. (1987). Conflict and negotiation.
10. SHARMA, Robin S. The Saint, the Surfer, and the CEO