

SYLLABUS
Academic Year 2023/2024
2nd Year of Study/ 2nd Semester

1. Information on academic programme

1.1. University	"1 Decembrie 1918" University of Alba Iulia
1.2. Faculty	Faculty of Economics
1.3. Department	Business Administration and Marketing
1.4. Field of study	Business Administration
1.5. Cycle of Study	Master
1.6. Academic programme / Qualification	Master of Business Administration 242213 Expert accessing European structural and cohesion funds, 242222 Business Information Analyst, 242232 Sustainable Development Expert.

2. Information of Course Matter

2.1. Course		Conflict Management			2.2. Subject code		BA 225	
2.3. Course Leader/ Seminar Tutor				Assoc Prof. PhD. Maican Silvia				
2.4. Seminar Tutor				Assoc Prof. PhD. Maican Silvia				
2.5. Academic Year	II	2.6. Semester	II	2.7. Type of Evaluation (E – final exam/C- examination /VP)	C	2.8. Type of course (C– Compulsory, Op – optional, F - Facultative)		C

3. Course Structure (Weekly number of hours)

3.1. Weekly number of hours	3	3.2. course	2	3.3. seminar, laboratory	1
3.4. Total number of hours in the curriculum	42	3.5. course	28	3.6. seminar, laboratory	14
Allocation of time:					hours
Individual study of readers					20
Documentation (library)					20
Home assignments, Essays, Portfolios					14
Tutorials					2
Assessment (examinations)					2
Other activities.....					-

3.7 Total number of hours for individual study	58
3.9 Total number of hours per semester	100
3.10 number of ECTS	4

4. Prerequisites (where applicable)

4.1. curriculum-based	-
4.2. competence-based	

5. Requisites (where applicable)

5.1. course-related	- for courses: slides, informative materials - for students: edited course support - technical equipment: laptop, video projector
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5.2. seminar/laboratory-based	- for seminar: informative materials - technical equipment: laptop, video projector
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6. Specific competences to be acquired (chosen by the course leader from the programme general competences grid)

Professional competences	S3. Ability to lead working groups and communicate in the more diverse contexts of business; S5. Leadership skills and a strong commitment to own professional development; S11. Knowledge of the main forms of communication, both within the organization and in relation to the environment, with the interest groups with which the organization comes into contact; S18. Developing organizational leadership skills.
Transversal competences	-

7. Course objectives (as per the programme specific competences grid)

7.1 General objectives of the course	The course major objective is to develop a design for the effective management of conflict at various levels in an organization.
7.2 Specific objectives of the course	(1) to define what conflict (generally) and organisational conflict (particular) is; (2) to identify what the reasons for conflict and to associate them with different types of conflict ; (3) to learn how to better understand conflict and the way to react/ solve it, through study cases, reflection, and discussion; (4) to learn how to apply solving strategies in organisation management.

8. Course contents

8.1 Course (learning units)	Teaching methods	Remarks
1. Introduction to conflict. Types of conflict	Lecture Conversation	Students may use printed course support or other library resources for information 2 hours
2. Consequences of conflict	Lecture Conversation	Students may use printed course support or other library resources for information 2 hours
3. Organisational conflict	Lecture Conversation Video support Analyses, case studies	Students may use printed course support or other library resources for information 2 hours
4. Functional and dysfunctional outcomes of conflict	Lecture Conversation Exemplifications Problem solving Opponent dialogue	Students may use printed course support or other library resources for information 2 hours
5. Sources of conflict	Lecture Conversation Exemplifications	Students may use printed course support or other library resources for information 2 hours
6. Levels form conflict manifestation.	Lecture Conversation Analyses, case studies	Students may use printed course support or other library resources for information 2 hours
7. Styles of handling interpersonal conflict	Lecture Conversation Exemplifications	Students may use printed course support or other library resources for information 2 hours
8. Model of two styles	Lecture Conversation Exemplifications	Students may use printed course support or other library resources for information 2 hours
9. Model of three styles	Lecture	Students may use printed course support or

	Conversation Exemplifications	other library resources for information 2 hours
10. Model of four styles	Lecture Conversation Exemplifications	Students may use printed course support or other library resources for information 2 hours
11. Model of five styles	Lecture Problem solving	Students may use printed course support or other library resources for information 2 hours
12. Thomas- Kilmann Instrument (TKI)	Lecture Conversation Exemplifications Problem solving	Students may use printed course support or other library resources for information 2 hours
13. Final discussions	Lecture Conversation Exemplifications Video support Analyses, case studies	Students may use printed course support or other library resources for information 2 hours
14. Final discussions	Lecture Conversation Exemplifications Video support Analyses, case studies	Students may use printed course support or other library resources for information 2 hours

References:

Mălina Dârja, Conflict management. Class materials, electronic format (available at the University Library), 2023

Stephan Proksch, Conflict Management, Springerlink, 2016

David Liddle, Managing Conflict: A Practical Guide to Resolution in the Workplace, 2017

M. Afzalur Rahim, Managing Conflict in Organizations, QUORUM BOOKS, SUA, 2001

Seminars-laboratories	Teaching methods	Remarks
S1. General information about the class.	Conversation Exemplifications	minimum required bibliographic sources: course support, Seminar book made available to students by the course leader 2 hours
S2. Types of conflict. Consequences of conflict	Conversation Exemplifications	minimum required bibliographic sources: course support, Seminar book made available to students by the course leader 2 hours
S3. Organisational conflict	Conversation Exemplifications	minimum required bibliographic sources: course support, Seminar book made available to students by the course leader 2 hours
S4. Styles of handling interpersonal conflict	Conversation Exemplifications	minimum required bibliographic sources: course support, Seminar book made available to students by the course leader 2 hours
S5. Models of handling conflict	Conversation Exemplifications	minimum required bibliographic sources: course support, Seminar book made available to students by the course leader 2 hours
S6. Models of handling conflict	Conversation Exemplifications	minimum required bibliographic sources: course support, Seminar book made available to students by the course leader 2 hours
S7. Final paper presentation		minimum required bibliographic sources:

	Final paper presentation	course support, Seminar book made available to students by the course leader 2 hours
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References

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9. Corroboration of course contents with the expectations of the epistemic community's significant representatives, professional associations and employers in the field of the academic programme

The content of this file and implicitly of the course is the result of consulting information related to the business environment requirements, requirements that we became aware of during meetings with representatives of the business environment within the CEAC committees for the study programs of the Faculty of Economic Sciences. The pragmatic nature of the discipline, resulting from the operationalization of the main activities specific to the organizations, is in accordance with the requirements of the contemporary economic community.

10. Assessment

Activity	10.1 Evaluation criteria	10.2 Evaluation methods	10.3 Percentage of final grade
10.4 Course	<i>Correct and complete solving of exam topics</i>	Written test examination (from the theoretical aspects presented at class).	40%
10.5 Seminar/laboratory	<i>- Correctness and completeness in drawing up of practical works</i>	<i>Verification during the semester</i>	60%
	<i>- Paper scientific content</i>	<i>Practical works: Paper writing consisting in one final paper presentation</i>	
	<i>- Involvement in approaching the seminar topics</i>		

10.6 Minimum performance standard: minimum grade 5

- have a complete portfolio of practical works from the seminar

The presentation of the students is subject to:

1. attendance at the seminar in a proportion of at least 80%
2. attendance at least 70%

Students absent from the seminars have the possibility to recover the seminars by supporting a project (on the subject of the course and the seminar) before the exam. The theme of the project will be given by the seminar holder

Students absent from the courses will be penalized with 1 point in the final grade if they do not have a minimum attendance of 70%.

Submission date
18th of september 2023

Course leader signature
Assoc Prof. PhD. Maican Silvia.

Seminar tutor signature
Assoc Prof. PhD. Maican Silvia.

Date of approval
20th of september 2023

Department director signature
Assoc. Prof. PhD. Maican Silvia