20th International Project Week 2018
23rd – 27th April 2018

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University/Company: Uniwersytet Ekonomiczny w Katowicach
Country: Poland

Dealing with conflicts in working life

Content:
- Understanding contemporary conflicts in economy and society.
- Methods and techniques used in resolving conflicts in business.
- Conflict resolution: foundations and rules.
- Negotiation as a universal process.
- Attitudes, beliefs and behaviours of negotiators – an international perspective.
- Bargaining – tradition in different cultures and societies.
- Difficult negotiation in business.
- Mediation as a third party intervention. Is mediation practiced in business?
- Negotiation and mediation skills.
- International business negotiation – similarities and differences in diverse cultures.

Methods:
- Mini lectures on general description of psychological, sociological, political and management issues crucial for understand conflicts and conflict management
- Case studies regarding conflict resolution and conflict management
- Tests allowing to get to know the individual approach to the conflict
- Games and simulations regarding conflicts in business

Competences and skills to be acquired:
Participants will acquire the following skills:
- Fluency in the use of conflict resolution terms, frames, and concepts
- The ability to practice variety methods to analyse conflict situations and design a resolution plan
- Acquiring skills how to behave in conflict situation in business;
- Recognizing his/her individual approach to conflicts

Prerequisites:
There are no special requirements to participate in the course.

Language of instruction: English

Recommended for: Economics