

COURSE OUTLINE

1. GENERAL

SCHOOL	BUSINESS AND ECONOMICS		
DEPARTMENT	BUSINESS ADMINISTRATION		
DIVISION	BUSINESS ADMINISTRATION		
LEVEL OF STUDY	UNDERGRADUATE		
COURSE UNIT CODE	1105503	SEMESTER OF STUDY	5
COURSE TITLE	CONFLICT MANAGEMENT		
COURSEWORK BREAKDOWN		TEACHING WEEKLY HOURS	ECTS Credits
Lectures and Workshops-Project Work		5(3+2)	6
COURSE UNIT TYPE	Special Background Course		
PREREQUISITES :	N/A		
LANGUAGE OF INSTRUCTION/EXAMS:	GREEK		
COURSE DELIVERED TO ERASMUS STUDENTS			
MODULE WEB PAGE (URL)	http://moodle.teipir.gr/course/info.php?id=100		

2. LEARNING OUTCOMES

Learning Outcomes

The course aims to integrate the field of conflict in organizations and to consolidate the view that effective conflict resolution is an essential element for the effective administration and that the conflict is not 'bad', as stated in the traditional sense, but to actually use. It also aims to transmit modes, procedures and methods of conflict effective utilization.

Upon successful completion of this course the student will be able :

- To identify and describe the contemporary perception of conflicts and their importance.
- To recognize the various alternative forms of conflict resolution.
- To apply as appropriate various models and methods of conflict resolution
- To analyze and exploit the advantages of using non-state-sponsored procedures for resolving disputes related businesses.
- To evaluate the compromise - reconciliation - arbitration conflict resolution as the most appropriate way to resolve against any form of formal resolution.

General Skills

- Adapting to new situations
- Decision making
- Teamwork
- Work in an international environment

3. COURSE CONTENTS

- Define the concept of conflict.
- The longitudinal view of the importance of conflict. The modern approach to conflict

- Basic categories of conflict
- Gift-conciliatory compromise conflict resolution
- Various models and methods of conflict resolution
- The role of the third party to resolve
- General categories settlement of conflicts - conflicts: Compromise - informal conflict resolution. Formal conflict resolution.
- Distinction of conflict resolution within the private organization of conflict resolution in the context of Public Administration
- Mediation and arbitration as appropriate forms of settlement both within the organization and in relation to external factors to the organization

4. TEACHING METHODS - ASSESSMENT

MODE OF DELIVERY	In-Class	
USE OF INFORMATION AND COMMUNICATION TECHNOLOGY	Support of the learning process through the e-class platform.#	
TEACHING METHODS	Method description	Semester Workload
	Lectures	39
	Exercises that focus on implementation methodologies and analysis of case studies in small groups of students	26
	Preparation of Group project	11
	Preparation of Individual Project	11
	Oral presentation	14
	Independent and Directed Learning	49
	Total	150
ASSESSMENT METHODS	Final examination (50%) that includes theoretical and practical module with multiple choice questions and essay Group Project (15%) Individual Project (15%) Oral Presentation (20%)	

5. RESOURCES

<p>- Recommended Book and Journal Article Resources:</p> <p>Nikolopoulos, A. (2009), <i>Alone against all, negotiating strategy</i>, Publ.Patakis (in Greek)</p> <p>Stranis, D. (2013), <i>Conflict Management</i>, Notes. (in Greek)</p> <p>Zavlanos, M. (2002), <i>Organizational Behavior</i>, Stamoulis Publications (in Greek)</p> <p>Chitiris, L. (2001), <i>Organizational Behavior</i>, Interbooks (in Greek)</p> <p>Kalavros, K. (2011), <i>Law of Arbitration</i>, Sakkoulas Athens-Thessaloniki (in Greek)</p> <p>Rahim, M.A. (2010), <i>Managing Conflict in Organizations</i>, London, Quorum Books</p> <p>International Journal of Conflict Management</p> <p>Journal of Conflict Resolution (JCR)</p>
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