

## COURSE SYLLABUS

### **Conflict Management, 7.5 credits**

*Conflict Management, 7.5 högskolepoäng*

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Course Code: L1CMKS	Education Cycle: First-cycle level
Confirmed: Mar 10, 2026	Disciplinary domain: Social sciences
Valid From: Aug 31, 2026	Subject group: Psychology
	Specialised in: G2F First cycle, has at least 60 credits in first-cycle course/s as entry requirements
	Main field of study: Psychology

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### **Intended Learning Outcomes (ILO)**

On completion of the course, the student should be able to:

#### **Knowledge and understanding**

- identify and explain conflictual situations in interpersonal relations, intra-personal stress, and organizations
- identify and explain the concept as well as the processes of conflict
- account for the psychological mechanisms and individual differences involved in conflict management
- explain different conflict management strategies for individuals, groups and organizations

#### **Skills and abilities**

- critically apply and understand the processes involved in emotion regulation in terms of defense mechanisms, as well as strategies for conflict management in conflictual situations
- apply basic mediation and coaching skills in interpersonal conflicts by facilitating structured conflict communication

#### **Judgement and approach**

- critically analyze the roles of the stages of conflict escalation
- problematize and critically analyze the role of agency and conflict communication in conflict escalation processes
- problematize and critically reflect upon different conflict management strategies in terms of problem solving and reconciliation

#### **Content**

- Conflictual situations: intercultural conflicts, interpersonal relations, intra-personal stress, and conflicts in organizational contexts.
- The concept and processes of conflict: conflict dynamics, escalation processes, aggression, emotion regulation and the role of individual agency in the development and escalation of conflicts.
- Psychological mechanisms and individual differences involved in conflict management – including empathy, aggression and emotion regulation.
- Conflict management strategies for individuals and organizations, including mediation and structured conflict communication.

#### **Type of instruction**

The teaching consists of lectures, seminars and exercises performed individually and in groups.

A learning management system is used.

Students who have been admitted to and registered for a course have the right to receive instruction/supervision for the duration of the time period specified for the particular course instance to which they were accepted. After that, the right to receive instruction/supervision expires.

Language of instruction is English.

## Entry requirements

General entry requirements and completed 30 credits in the main area of Business Administration or Psychology and completed 30 credits in the area of social science (or the equivalent). English proficiency is required. Exemption is granted from the requirement in Swedish.

## Examination and grades

The course is graded A, B, C, D, E, FX or F.

The examination is based on the intended learning outcomes.

The grades A, B, C, D and E are all passing grades. For courses with more than one element of examination, students are given a final grade based on an overall assessment of all the elements included in the course. The final grade of the course is issued only when all elements of examination have been passed.

The course also uses the grading scale Fail (U) or Pass (G) for oral group examination where G is the passing grade.

The forms of examination are individual written assignment, oral group examination and seminar.

The examination must allow for students to be assessed on an individual basis. Further information concerning assessment of specific intended learning outcomes and grading criteria is provided at the beginning of the course.

The individual written assignment decides the final grade of the complete course. For a passing grade on the course, the student needs a G on the oral group examination, and an E on the individual written assignment.

Registration of examination:

Name of the Test	Value	Grading
Oral group examination <sup>2</sup>	2.5 credits	G/U
Seminar <sup>2</sup>	1 credit	G/U
Individual written assignment <sup>1</sup>	4 credits	A/B/C/D/E/FX/F

<sup>1</sup>Determines the final grade of the course, which is issued only when all course units have been passed.

<sup>2</sup> Grading scale: Pass (G), Fail (U)

## Course evaluation

The instruction is followed up throughout the course. A course evaluation is conducted at the end of the course. A summary and comments are published in the learning management system. The evaluation constitutes a basis for future improvements to the course.

## Other information

Students are guaranteed a minimum of three attempts to pass an examination, including the regular attempt.

If a student has failed the same examination three times, the student can request that the next attempt be graded by a new examiner. The decision to accept or reject such a request is made by the associate dean of education. A student may not make a second attempt at any examination already passed in order to receive a higher grade.

In case a course is terminated or significantly altered, examination according to the earlier syllabus shall be offered on at least two occasions in the course of one year after the termination/alteration.

The examiner has the right to give an adapted examination or let the student carry out the examination in an alternative way provided that the intended learning outcomes can be secured and that there are exceptional reasons for this, including the student's right to targeted study support.

## Course literature

Please note that changes may be made to the reading list up until eight weeks before the start of the course.

Ford, John. (2014). *Peace at Work: The HR Manager's Guide to Workplace Mediation*. Createspace Independent Publishing Platform. 216 s.

Gross, James J. (2015). *Handbook of Emotion Regulation*. Guilford Publications. 668 s.

Jordan, Thomas. (2020). *Conflict Management in the Workplace*. E-book. Perspectus Communication AB. 105 s.

Articles and other literature of approximately 100–200 pages may be added according to the course instructor's instructions.

### Reference literature

Pruitt, Dean G., & Kim, Sung Hee. (2003). *Social Conflict: Escalation, Stalemate, and Settlement*. McGraw-Hill.

### Citing Sources – How to Create Literature References

<https://ju.se/library/academic-language/reference-management.html>

### Sourcewise: A Student's Guide to Avoiding Plagiarism

Information about plagiarism at higher education institutions

Available in the learning management system