



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Conflict Management And Problem Solving Techniques							
Course Code		SYB406		Course Level		First Cycle (Bachelor's Degree)			
ECTS Credit	5	Workload	125 (<i>Hours</i>)	Theory	3	Practice	0	Laboratory	0
Objectives of the Course		Without forgetting that conflicts are inevitable, it is aimed that participants can manage the conflict in a positive way by creating a timely and positive environment.							
Course Content		Conflict / Performance Relationship, Strategies Used In Conflict Resolution, Conflict Resolution Stages, What Is The Problem?, Basic Problem solving techniques, Conflict Management and organization, organizational conflict and Management ways, conflict resolution methods, positive and negative aspects of conflict, ways to follow the leader in Conflict Analysis							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Case Study, Problem Solving					
Name of Lecturer(s)		Assoc. Prof. Pero Duygu DUMANGÖZ, Prof. Murat ŞENTUNA							

Prerequisites & Co-requisites

ECTS Requisite	150
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Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	Aytül Ayşe ÖZDEMİR, Çetin TERZİ, Coşkun BAYRAK (2012) Conflict and Stress Management-1, Anadolu University Open Education Faculty Publications, Eskişehir
2	Altan EŞSİZÖĞLU, Burhanettin IŞIKLI, Gülcan GÜLEÇ (2012) Conflict and Stress Management-2, Anadolu University Open Education Faculty Publications, Eskişehir
3	Emin Karip (2013) Conflict Management, Pegem Academy, Istanbul
4	Cinnie Noble (2014) Conflict Management Coaching: The CINERGY™ Model, Amazon Publishing
5	Barbara A. Budjac Corvette (2007) Conflict Management: A Practical Guide to Developing Negotiation Strategies, Pearson
6	Andy Grossman, Andy Rogers (2013) Effective Conflict Management, ICSA Publishing

Week	Weekly Detailed Course Contents	
1	Theoretical	Definition of conflict concept. When does the conflict occur?
2	Theoretical	Management's view and relationship to conflict
3	Theoretical	Conflict Stages (1st, 2nd and 3rd stage)
4	Theoretical	Steps of the Conflict (Simple difference, disagreement, Intransigence, Opposition, Legal conflict, Violence and fight)
5	Theoretical	Types of Conflict (by Source and Level of Conflict)
6	Theoretical	Sources of Conflict (Structural Theory, Psycho-cultural Theory)
7	Theoretical	Individual Resources of the Conflict
8	Intermediate Exam	Midterm
9	Theoretical	Id, Ego, Superego definitions, Conclusions of the Conflict
10	Theoretical	Conflict Management, Process of Managing Organizational Conflict
11	Theoretical	Basic skills to manage in conflict management, Observation and detection of conflicts, Report of conflict observers
12	Theoretical	Factors Affecting Conflict Management
13	Theoretical	Conflict Management Strategies, Appropriate Strategy Selection
14	Theoretical	Anger management and process
15	Final Exam	Final Exam



Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	3	56
Assignment	3	9	3	36
Individual Work	1	10	1	11
Midterm Examination	1	9	1	10
Final Examination	1	11	1	12
Total Workload (Hours)				125
[Total Workload (Hours) / 25*] = ECTS				5
*25 hour workload is accepted as 1 ECTS				

Learning Outcomes

1	Describe concepts of conflict and conflict management
2	Know the phases, types and sources of conflict
3	Know the consequences of conflict and management strategies
4	Describe the process of taking control of anger
5	Has information about communication and mediation in the conflict process

Programme Outcomes (Sports Management)

1	1. To be able to explain the elements of management and organization and to apply the functions of management in sports organizations
2	2. To be able to understand the interdisciplinary and the multidisciplinary nature of the field of sport management.
3	3. To be able to comprehend the knowledge, skills and values related to the management of the general business areas in addition to sports industry at the top-level.
4	4. To be able to define and explain internal and external factors that shape and influence the sports in our country and the World.
5	5. To be able to comprehend and interpret the technical strategies and the managerial skills of the branch of sports chosen.
6	The skill of creating, applying and interpreting the plans of project and program
7	7. To be able to develop strategies financially for the sports organizations, to evaluate the budgets, the sources of income and the expenses
8	8. To be able to comprehend and interpret how the ethical principles influence the process of financial, marketing and administrative decision-making at the sports organizations
9	9. To be able to know the basic principles and methods of the sports marketing at the national and international level
10	10. To be able to understand the qualitative and quantitative analysis and be able to use them effectively

