

TEACHING GUIDE

2016/17

Centre 160 - Faculty of Labour Relations and Social Work. Álava Department

Cycle Indiferente

Plan GTRABA10 - Bachelor's Degree in Social Work

Year Third year

SUBJECT

25957 - Conflict-transformation Skills

ECTS Credits: 4,5

DESCRIPTION & CONTEXTUALISATION OF THE SUBJECT

Skills for Conflict Resolution is part of the module named "Electives. Conflict intervention Minor" (F1) along with another 5 subjects: Peace Culture, Conflict theory and analysis, Methods and techniques for conflict transformation, Violence against women: Prevention and intervention, and Mediation and social work.

It is an elective taught in the third grade during the first term in Basque, Spanish and English languages. It is a 4.5-credit subject, including classroom and out of class activities. Teaching of this subject belongs to the Department of Social Psychology and Methodology of the Behavioural Sciences.

The course includes the following contents: knowing the emotional and cognitive elements that affect interpersonal communication; Analysis of the elements included in the communication process; Personal and cultural communication styles in order to be able to diagnose the sources of interpersonal conflict; Theory and practice of communication skills; Conflict management and coping of stressful situations within the profession; Professional skills to work in teams.

COMPETENCIES/LEARNING RESULTS FOR THE SUBJECT

1. Knowing and identifying the psychological, cognitive and emotional factors that affect communication and interpersonal conflicts (MO5CM01)
2. To identify and know how to apply the emotional regulation strategies in conflict management (MO5CM02)
3. To identify the socio-cognitive factors implied in conflict processes and negotiation (MO5CM01).
4. To know the necessary social skills to communicate and work with groups, to manage conflicts and to deal with emotional situations that allow the development of efficient communication strategies in the future professional practice (MO5CM08)
5. To develop the necessary abilities for professional practice, including critical capabilities, reflective and communicative abilities, abilities for work with teams, networking, and introducing transversal perspectives (i.e., gender interculturality, and rurality) (MO5CM08).

THEORETICAL/PRACTICAL CONTENT

1. Emotions within the context of conflict and negotiation processes.
2. Interpersonal communication within the social work context.
3. Socio-cognitive factors in the conflict and negotiation processes.
4. Culture and conflict management.
5. Social skills in conflict management.
6. Communication skills and coping with different emotional events.

METHODS

The evaluation system will be continuous, so class attendance is required.
In this subject different methodologies will be used:
- Theoretical, in-class, presentations
- In-class Practice: paper presentation, participation, case simulation and role-playing.
Assistance to class and participation is mandatory.
To pass this course the student must pass the written part.
If the student fails the written exam, the obtained score in the practical part will be kept.

TYPES OF TEACHING

Type of teaching	M	S	GA	GL	GO	GCL	TA	TI	GCA
Classroom hours	33,75		11,25						
Hours of study outside the classroom	50,5		17						

Legend: M: Lecture S: Seminario GA: Pract.Class.Work GL: Pract.Lab work GO: Pract.computer wo
GCL: Clinical Practice TA: Workshop TI: Ind. workshop GCA: Field workshop

ASSESSMENT SYSTEMS

- Mixed assessment system
- Final assessment system

TOOLS USED & GRADING PERCENTAGES

- Extended written exam 20%
- Practical work (exercises, case studies & problems set) 80%

ORDINARY EXAM CALL: GUIDELINES & DECLINING TO SIT

Students will have the right to waive the exam before the beginning of the fifth week of each semester. In this case, a "no show"; grade will appear as the final grade. Students will have the right of taking a final exam including the theory and practical contents of the course program. To benefit from the final exam, students will be required to follow all the procedures and rules of the University of the Basque Country (UPV/EHU). Students will be required to pass the exam in order to pass the course. The grade obtained in the practice section of the course (a passing grade) will be maintained in case of failing the written exam.

EXTRAORDINARY EXAM CALL: GUIDELINES & DECLINING TO SIT

For extraordinary calls the same conditions will be required.

COMPULSORY MATERIALS

Materials will be published in the virtual platform egela (power points, home-works, readings…)

BIBLIOGRAPHY

Basic bibliography

Munduate, L. y Medina, F.J. (coord.) (2005). Gestión del conflicto, negociación y mediación. Madrid, Pirámide.
Páez, D., Apodaca, P., Basabe, N., Ubillos, S., et al. (2008). Entrenamiento en Competencias de regulación emocional para profesionales del ámbito socio-comunitario de Guipúzcoa 2008. Donostia, Facultad de Psicología.

In-depth bibliography

Journals

Useful websites

REMARKS