

**TEACHING GUIDE**

2017/18

**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

- Continuous 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

Ikasleek eskubidea izango dute azken ebaluazio bidez ebaluatuak izateko, etengabeko eba-luazioan parte hartu zein ez hartu. Eskubide hori baliatzeko, ikasleak etengabeko ebaluazioari uko egiten diola jasotzen duen idatzi bat aurkeztu beharko dio irakasgaiaren ardura duen irakasleari eta, horretarako, bederatzi asteko epea izango du lauhilekoko irakasgaien kasuan.

DEIALDIARI UKO EGITEA: Etengabeko ebaluazioaren kasuan: deialdiari uko egin nahi dioten ikasleek kasuan kasuko irakasgaiaren irakaskuntza aldia bukatu baino, gutxienez, hilabete lehenago egin beharko dute eskaria. Eskari hori idatziz aurkeztu beharko zaio irakasgaiaren ardura duen irakasleari;

## 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

Zuzenketa ortografiko, gramatikalak eta idazkera desegokia gutxiegi arrazoi izango dira