

COURSE GUIDE

2019/20

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

Cycle Not Applicable

Degree GTRABA10 - Bachelor's Degree in Social Work

Year Third year

COURSE

25957 - Conflict-transformation Skills

Credits, ECTS: 4,5

COURSE DESCRIPTION

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).

COURSE CONTENTS, THEORETICAL & APPLIED

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.

TEACHING 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

Types of teaching	M	S	GA	GL	GO	GCL	TA	TI	GCA
Hours of face-to-face teaching	33,75		11,25						
Hours of student work outside the classroom	50,5		17						

Legend: M: Lecture-based S: Seminar GA: Applied classroom-based groups
GL: Applied laboratory-based groups GO: Applied computer-based groups GCL: Applied clinical-based groups
TA: Workshop TI: Industrial workshop GCA: Applied fieldwork groups

Evaluation methods

- Continuous evaluation
- End-of-course evaluation

Evaluation tools and percentages of final mark

- Written test, open questions 20%
- Exercises, cases or problem sets 80%

ORDINARY EXAMINATION PERIOD: GUIDELINES AND OPTING OUT

"Etengabeko ebaluazioaren kasuan, azken probaren pisua bada irakasgaiko kalifikazioaren %40 baino handiagoa, nahikoa izango da proba horretara ez aurkeztea azken kalifikazioa "aurkezteke" izan dadin. Aldiz, azken probaren pisua bada irakasgaiko kalifikazioaren % 40 edo hori baino txikiagoa, 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.

3.- Azken ebaluazioaren kasuan, azterketa egun ofizialean egin beharreko probara ez aurkezte hutsak ekarriko du automatikoki kasuan kasuko deialdiari uko egitea" (12.2 art.).

EXTRAORDINARY EXAMINATION PERIOD: GUIDELINES AND OPTING OUT

For extraordinary calls the same conditions will be required.

MANDATORY 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.

Detailed bibliography

Journals

Web sites of interest

OBSERVATIONS

Zuzenketa ortografiko, gramatikalak eta idazkera desegokia gutxiegi arrazoi izango dira.

"Normalean, eta besterik adierazi ezean, UPV/EHUko ebaluazio probetan ikasleek debekatuta izango dute liburuak, oharrak edo apunteak erabiltzea, bai eta tresna edo gailu telefoniko, elektroniko, informatiko edo bestelakoak erabiltzea ere. (Graduko Titulazio ofizialeko ikasleen ebaluaziorako arautegia" (3. puntu, or.5).

"UPV/EHUn honako hauek joko dira jokabide makur edo iruzurrezkkotzat ebaluazio probetan edo ebaluatu beharreko lan adademikoak egitean eta aurkeztean: Lanak plagiitzea, hau da, ignoren lanak kopiatzea jatorria edo iturria aipatu barik eta norberarenak balira bezala ematea ebaluazi akademikorako aurkezten diren testu edo lanetan" (2.a. puntu).