

SYLLABUS

Faculty of Economics and Administrative Sciences

Course Code	Course Title		Credits	ECTS Value	
OSD 149	Conflict Management		(1-1-2)	3	
Prerequisite Courses:	None				
Course Language:	Turkish	Course Delivery Mode:		Online (Zoom ID: 592 241 4617 password: 152535)	
Course Type and Level:	Elective / Bachelor's Degree				
Instructor's Title, Name, and Surname		Course Hours	Office Hours	Contact	
Asst. Prof. Dr. Yonca BİR		Monday 18:30–20:00	Tuesday 12:00–13:00	yoncabir@cag.edu.tr	
Course Coordinator:	Asst. Prof. Dr. Yonca BİR				
Course Objectives					
Course Learning Outcomes	Upon successful completion of this course, the student will be able to;			Relations	
				Program Outcomes	Net Contribution
	1	Explain the concept, types and causes of conflict at organizational and individual levels.	3	4	
	2	Define the main approaches used in conflict resolution.	9	5	
	3	Analyze examples of conflicts emerging in different organizational environments and discuss conflict management strategies.	6	5	
	4	Evaluate and select appropriate conflict resolution techniques such as mediation, negotiation and reconciliation.	8	5	
	5	Recognize the importance of communication skills in conflict management processes.	1	5	
	6	Demonstrate sensitivity to ethical, cultural and social differences in conflict management processes.	4	5	
7	Interpret information obtained from current literature and digital resources in the field of conflict management by adopting a lifelong learning approach	2	4		
Course Content:		This course provides perspectives on the field of conflict management for managing interactions among individuals, groups and employees within organizations under today's changing business conditions; solving arising problems effectively; understanding the dynamics of conflict management; managing individual and organizational conflicts effectively; identifying key factors influencing conflict; and learning conflict resolution methods, strategies and practices for interpersonal, intra-group and intergroup conflicts.			
Course Schedule (Weekly Plan)					
Week	Topic		Preparation		Teaching Methods and Techniques
1	Introduction to the Course, Getting Acquainted and Sharing Expectations		Course syllabus; students write their expectations and prepare a short paragraph to introduce themselves		Lecture, Padlet application

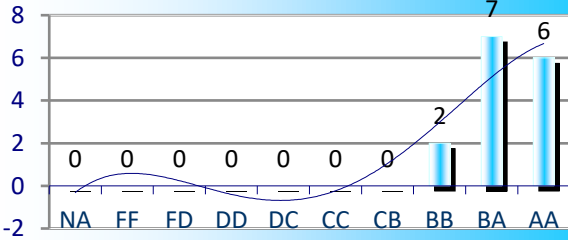
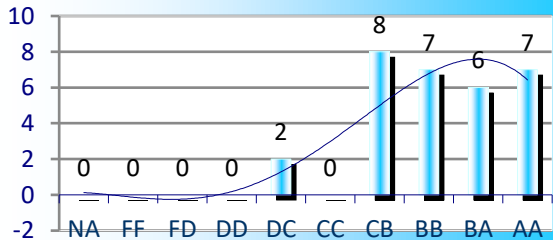
2	Management's Perspective on Conflict	At the end of the class, students analyze the strengths and weaknesses of the approaches and write a brief summary	Lecture, In-class written reflective activity and group work
3	Stages and Types of Conflict	Students draw a short diagram of a conflict they have experienced in daily life with its stages	Lecture, Group work
4	Sources of Conflict	Before class, write three examples of sources of conflict and share in class	Lecture, Group work, Case study
5	Outcomes of Conflict	Bring a brief paragraph about a conflict experience you have had	Lecture, Group work, Storytelling
6	Conflict Management	Before class, find an article about conflict management and bring to class	Lecture, Group work, In-class text analysis
7	Action Steps in Conflict Management	Examine the scenario given in class and prepare a short response	Lecture, In-class scenario analysis
8	Midterm Exam		
9	Midterm Exam		
10	Core Skills in Conflict Management	Write down your own expectations regarding individual and organizational skills; answer briefly "What should core skills be in the 21st century?"; Self-assessment test	Lecture, Student panel – groups share their results in class; In-class survey
11	Monitoring and Identifying Conflicts	At the end of the lesson, prepare an example of an internal/external business letter or announcement	Lecture, Discussion, Q&A session
12	Factors Affecting Conflict Management	Before class, prepare a short information note on the topic	Lecture, Group work, Discussion
13	Conflict Management Strategies	Before class, find a sample case and bring to class	Lecture, Group work, Case analysis
14	Controlling Anger in Conflict	Prepare 3 questions on the topic and bring to class	Student Panels, Debate
15	Communication in the Conflict Process	Examine examples of communication used during conflict	Lecture, Q&A session
16	Approaches in Conflict Management	Choose an approach and prepare a sample case	Lecture, In-class Group work, Case analysis
17	Final Exam		
18	Final Exam		

Course Resources

Textbook:

Karip, E. (2020). Çatışma Yönetimi. Pegem Publishing.

Recommended References:	Berkan, E. (Translator). (2018). Çatışma Yönetimi. Sola Unitas Publishing. Akkoyun, F. (2020). Çatışma Yönetimi. Seçkin Publishing.		
Course Assessment and Evaluation			
Activities	Number	Percentile	Notes
Midterm Exam	1	%20	Written exam
In-class Activities / Participation	14	%10	Active participation in discussions, group work and in-class activities
Assignment (Case Study)	1	%10	Group work and report
Fieldwork	1	%10	Survey application
Final	1	%50	Comprehensive written exam
ECTS Table			
Content	Number	Hours	Total
Course Duration	14	2	28
Out-of-Class Study	14	2	28
Assignment (Case Study)	1	5	5
Fieldwork	1	5	5
In-class Activities / Participation	14	1	14
Midterm Exam (Midterm Exam Duration + Midterm Exam Preparation)	1	10	10
Final Exam (Final Exam Duration + Final Exam Preparation)	1	10	10
Total:			100
Total / 30:			100/30=3.3
ECTS Credit:			3

Past Term Achievements	
2023-2024 SPRING OSD 149 	2024-2025 FALL OSD 149 

2024-2025 SPRING

