



Information about the subject

Degree: Bachelor of Science Degree in Psychology

Faculty: Faculty of Psychology

Code: 292021 **Name:** -Negotiation and Conflict Resolution

Credits: 6,00 **ECTS Year:** 4 **Semester:**

Module: OPTIONAL ITINERARY 3: PSYCHOLOGY OF WORK, ORGANISATIONS AND HUMAN

RESOURCES

Subject Matter: PSYCHOLOGY OF WORK, ORGANIZATIONS AND RESOURCES **Type:** Elective

Department: -

Type of learning: Classroom-based learning / Online

Languages in which it is taught: Spanish

Lecturer/-s:

OPP27 Ester Grau Alberola (**Profesor responsable**)

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Module organization

OPTIONAL ITINERARY 3: PSYCHOLOGY OF WORK, ORGANISATIONS AND

HUMAN RESOURCES

Subject Matter	ECTS	Subject	ECTS	Year/semester
PSYCHOLOGY OF WORK, ORGANIZATIONS AND RESOURCES	84,00	Anthropology of the Person and Health	6,00	This elective is not offered in the academic year 23/24
		Basic Social and Emotional Skills for Professional Practice of Psychology	6,00	This elective is not offered in the academic year 23/24
		-Cooperative Work in Interdisciplinary Teams	6,00	This elective is not offered in the academic year 23/24
		History and Philosophy of the Family	6,00	This elective is not offered in the academic year 23/24
		-Intervention Techniques in Human Resources	6,00	This elective is not offered in the academic year 23/24
		Interview and Psychological Counselling	6,00	This elective is not offered in the academic year 23/24
		Management of the Work Climate in Organisations	6,00	
		Mediation and Intervention in Family Businesses	6,00	This elective is not offered in the academic year 23/24



PSYCHOLOGY OF WORK, ORGANIZATIONS AND RESOURCES

-Negotiation and Conflict
Resolution

6,00

-Psychology of Religion

6,00

This elective is not
offered in the
academic year
23/24

Psychology, and
Information and
Communication
Technologies (ITC)

6,00

This elective is not
offered in the
academic year
23/24

-Qualitative Research
Methodology

6,00

This elective is not
offered in the
academic year
23/24

Scientific English II

6,00

This elective is not
offered in the
academic year
23/24

Recommended knowledge

Prior knowledge is not required.

Learning outcomes

At the end of the course, the student must be able to prove that he/she has acquired the following learning outcomes:

- R1 Knowing the concepts, theories and main models of Psychology in the area of work, organizations and human resources.
- R2 Being able to design psychological intervention plans adequate to the different contexts of Occupational Psychology, including organizations and human resources.



Competencies

Depending on the learning outcomes, the competencies to which the subject contributes are (please score from 1 to 4, being 4 the highest score):

SPECIFIC	Weighting			
	1	2	3	4
CE5 Identifying differences, problems and needs.			X	
CE23 Analyzing and collecting important data for intervention assessments.				X
CE24 Analyzing and interpreting assessment results.			X	
CE37 To know the different specialties of application of Psychology and to have the knowledge necessary to promote quality of life in individuals, groups, communities and organisations in different contexts.			X	
TRANSVERSAL	Weighting			
	1	2	3	4
CT1 Capacity to analyze and synthesize.			X	
CT2 Capacity to organize and plan.			X	
CT6 Capacity to manage information (capacity to look for and analyze information coming from different types of sources)		X		
CT9 Capacity to work in team.				X
CT12 Interpersonal skills.				X



Assessment system for the acquisition of competencies and grading system

In-class teaching

Assessed learning outcomes	Granted percentage	Assessment method
	60,00%	Oral and/or written tests employed in initial, training and/or summative student assessment.
	20,00%	Presentation of practical activities.
	20,00%	Group assignments.

Observations

Online teaching

Assessed learning outcomes	Granted percentage	Assessment method
	70,00%	Final evaluation consisting of essay questions and hypothetical scenarios.
	5,00%	Submitted tasks
	25,00%	Attendance and participation in synchronic communication activities.

Observations

Learning activities

The following methodologies will be used so that the students can achieve the learning outcomes of the subject:

- M1 Teacher presentation of contents, competency analysis, explanation and demonstration of capacities, abilities and knowledge in the classroom (presential modality).



- M2 Teacher-supervised groupwork sessions: case studies, diagnostic tests, problems, fieldwork, IT room, visits, data searches, libraries, web, Internet, etc. Building knowledge significantly through interaction and student activities (presential modality).
- M3 Supervised monographic sessions with shared participation.
- M4 Application of interdisciplinary knowledge.
- M6 Personalized attention in small groups. Training and/or orientation period by a teacher aimed at revising and discussing the materials and topics presented in the lessons, seminars, lectures, assignments, etc.
- M7 Set of oral and/or written tests employed in initial, training or summative assessment of the student.
- M8 Group preparation of readings, essays, problem resolution, seminars, assignments, reports, etc. to be presented or handed in during theory lessons, practical lessons and/or tutoring sessions in small groups. Tasks done on the platform or other virtual spaces.
- M9 Students' independent study: individual preparation of readings, essays, problem resolution, seminars, assignments, reports, etc. to be presented or handed in during theory lessons, practical lessons and /or small-group tutoring sessions. Tasks on the platform or other virtual spaces.
- M11 Teacher presentation of contents, competencies analysis, explanation and demonstration of capacities, abilities and knowledge on the virtual classroom.
- M12 Group work sessions via chat moderated by the teacher. Case studies –both real and fictional– aimed at building knowledge through interaction and students' activities. Critical analysis of values and social commitment.
- M13 Monographic sessions throughout the course, focused on current aspects and applications of the subject.
- M14 Set of oral and/or written tests employed in initial, training or summative assessment of the student.
- M15 Student's individual study: individual preparation of readings, essays, problem resolution, seminars, assignments, reports, etc. to be discussed or turned in in electronic format.



- M16 Individualized attention for the monitoring and orientation in the learning process, performed by a tutor in order to revise and discuss the materials and topics, seminars, readings and assignments, etc.
- M17 Group preparation of readings, essays, problem resolution, seminars, assignments, reports, etc. to be discussed or handed in.
- M18 Participation and contributions to discussion forums related to the subject and moderated by the module's teacher.
- M19 Problem resolution, comments, reports to be handed in according to the deadlines throughout the course.



IN-CLASS LEARNING

IN-CLASS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
ON-CAMPUS CLASS Teacher presentation of contents, analysis of competences, explanation and in-class display of skills, abilities and knowledge. M1, M2, M6, M7, M8, M9	R1, R2	35,00	1,40
PRACTICAL CLASSES Group work sessions supervised by the professor. Case studies, diagnostic tests, problems, field work, computer room, visits, data search, libraries, on-line, Internet, etc. Meaningful construction of knowledge through interaction and student activity. M2, M3, M6, M7, M8	R1, R2	20,00	0,80
GROUP WORK EXHIBITION Application of multidisciplinary knowledge. M2, M6, M8	R1, R2	5,00	0,20
TOTAL		60,00	2,40



LEARNING ACTIVITIES OF AUTONOMOUS WORK

	LEARNING OUTCOMES	HOURS	ECTS
GROUP WORK Group preparation of readings, essays, problem solving, seminars, papers, reports, etc. to be presented or submitted in theoretical lectures, practical and/or small-group tutoring sessions. Work done on the university e-learning platform M8	R1, R2	70,00	2,80
INDEPENDENT WORK Student study: Individual preparation of readings, essays, problem solving, seminars, papers, reports, etc. to be presented or submitted in theoretical lectures, practical and/or small-group tutoring sessions. Work done on the university e-learning platform. M9	R1, R2	20,00	0,80
TOTAL		90,00	3,60

ON-LINE LEARNING

SYNCHRONOUS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
Virtual session (distance learning) M11, M12, M14, M16	R1, R2	35,00	1,40
Virtual practical session (distance learning) M12, M15, M18, M19	R1, R2	25,00	1,00
TOTAL		60,00	2,40



ASYNCHRONOUS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
Individual work activities (distance learning) M15, M16	R1, R2	20,00	0,80
Teamwork (distance learning) M17	R1, R2	70,00	2,80
TOTAL		90,00	3,60

Description of the contents

Description of the necessary contents to acquire the learning outcomes.

Theoretical contents:

Content block	Contents
UNIT 1: THE BASIS OF CONFLICT	<ul style="list-style-type: none">- Social psychology: Conflict and resolution What is conflict? Notion of conflict and cooperation. Conflict analysis domains.- Group and organizational conflict process.- Emotional aspects in conflict management.- Conflict management: structural management and behavioral management.
BLOQUE 2: STRATEGIES FOR CONFLICT RESOLUTION.	<ul style="list-style-type: none">- Concept and explanatory models of the negotiation.- Procedures and limits of the negotiation- Negotiation planning and strategies.- Strategies and tactics in negotiation.- Conflict resolution techniques: negotiation, arbitration, conciliation and mediation.- Dilemmas and psychosocial factors to take into account in the negotiation.- Collective bargaining.- Intergroup contact. Cooperation and common goals. Socio-cognitive strategies.



Temporary organization of learning:

Block of content	Number of sessions	Hours
UNIT 1: THE BASIS OF CONFLICT	15,00	30,00
BLOQUE 2: STRATEGIES FOR CONFLICT RESOLUTION.	15,00	30,00

References

- Romero, A.J. (2016). Social Psychology of Conflict. Granada: Gami Editorial, 4th revised and expanded edition.
- Married, I .; and Prat, T (2007). Conflict mentoring. How to face and resolve conflicts. Barcelona: Bresca.
- Fernández Millán, J.M. and Ortiz, M.M (2006). The conflicts. How to develop skills as a mediator. Madrid: Pyramid.
- Moore, C. W. (2014). The mediation process: Practical strategies for resolving conflict. John Wiley & Sons.
- Rahim, M. A., Psenicka, C., Polychroniou, P., Zhao, J. H., Yu, C. S., Chan, K. A., ... & van Wyk, R. (2002). A model of emotional intelligence and conflict management strategies: A study in seven countries. The International journal of organizational analysis.
- Lewicki, R. J., & Spencer, G. (1992). Conflict and negotiation in organizations: Introduction and overview. Journal of Organizational Behavior, 205-207.