



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:** 1

Module: OPTIONAL

Subject Matter: Psychology of work and human resources **Type:** Elective

Field of knowledge: Ciencias de la salud

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

Subject Matter	ECTS	Subject	ECTS	Year/semester
Health psychology	84,00	-Clinical Neuropsychology	6,00	4/1
		-Disorders of Eating Behavior	6,00	3, 4/1
		-Health Psychology	6,00	3, 4/1
		-Legal Psychology	6,00	4/1
		-Main Models of Intervention in Psychotherapy	6,00	This elective is not offered in the academic year 23/24
		Mediation and familiar orientation	6,00	3, 4/1
		-New Directions in Psychotherapy	6,00	This elective is not offered in the academic year 23/24
		-Prevention and Treatment of Addictive Behavior	6,00	3/1
		-Psychogerontology	6,00	3/1
		-Psychology of the Chronic Disease and of Rehabilitation	6,00	This elective is not offered in the academic year 23/24
		-Psychology, Grieving and Palliative Care	6,00	4/1
		-Psychopharmacology	6,00	4/1



Health psychology		Sleeping disorders	6,00	4/1
		-Therapy Techniques and Behavior Modification	6,00	This elective is not offered in the academic year 23/24
Transversal psychology	42,00	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
		History and Philosophy of the Family	6,00	This elective is not offered in the academic year 23/24
		-Psychology of Religion	6,00	This elective is not offered in the academic year 23/24
		Psychology, and Information and Communication Technologies	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
Educational psychology	48,00	-Affective Linkages in the Life Cycle	6,00	This elective is not offered in the academic year 23/24



Educational psychology		Development of Cognitive Skills	6,00	This elective is not offered in the academic year 23/24
		Education for Interculturality	6,00	This elective is not offered in the academic year 23/24
		Educational Intervention for Students with Special Educational Needs	6,00	This elective is not offered in the academic year 23/24
		-Occupational Guidance	6,00	This elective is not offered in the academic year 23/24
		Preventive Intervention and Early Stimulation	6,00	This elective is not offered in the academic year 23/24
		-School Psychology	6,00	2/1
		Strategies and Tools for Effective Learning	6,00	This elective is not offered in the academic year 23/24
Psychology of work and human resources	42,00	-Cooperative Work in Interdisciplinary Teams	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



Psychology of work and human resources		Management of the Work Climate in Organisations	6,00	3/1
		Mediation and Intervention in Family Businesses	6,00	This elective is not offered in the academic year 23/24
		-Negotiation and Conflict Resolution	6,00	4/1
		-Psychology of Communication	6,00	2/1
Community psychology and social intervention	54,00	Family and Aid to Dependency	6,00	2/1
		Intervention and Organisation of Socio-cultural Events	6,00	This elective is not offered in the academic year 23/24
		-Psychology of Conflict and Violence	6,00	2/1
		-Psychology of Criminality	6,00	3/1
		-Psychology of Physical Activity and Sport	6,00	2/1
		-Psychology of Social Intervention	6,00	This elective is not offered in the academic year 23/24
		-Psychology of the Media	6,00	This elective is not offered in the academic year 23/24
		Psychosocial Intervention in Disasters and Emergencies	6,00	3/1



Community psychology and social intervention		-Social Support Theory and Strategies	6,00	This elective is not offered in the academic year 23/24
Speech therapy psychology	30,00	Acquisition and Development of Language	6,00	This elective is not offered in the academic year 23/24
		Assessment of Language, Speech and Voice	6,00	0/1
		-Language and Hearing Disorders	6,00	This elective is not offered in the academic year 23/24
		Linguistic Analysis of Language Disorders	6,00	This elective is not offered in the academic year 23/24
		-Speech and Voice Disorders	6,00	This elective is not offered in the academic year 23/24

Recommended knowledge

Prior knowledge is not required.

Prerequisites

El alumno deberá cursar un mínimo de 30ECTS de Optatividad entre las asignaturas activadas en el curso académico.



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 Conocer los conceptos, teorías y modelos principales de la Psicología en el ámbito del trabajo, organizaciones y recursos humanos.
- R2 Ser capaz de diseñar planes de intervención psicológicos adecuados en los diferentes contextos del ámbito de la Psicología del trabajo, organizaciones y recursos humanos.



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 specialities 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	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, M6	R1, R2	20,00	0,80
GROUP WORK EXHIBITION Application of multidisciplinary knowledge. M2, M6	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 M7	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. M7	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	R1, R2	35,00	1,40
Virtual practical session (distance learning) M12, M17, M19	R1, R2	25,00	1,00
TOTAL		60,00	2,40



ASYNCHRONOUS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
Individual work activities (distance learning) M14, M15	R1, R2	20,00	0,80
Teamwork (distance learning) M12, M17, M19	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.
UNIT 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
UNIT 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.



Addendum to the Course Guide of the Subject

Due to the exceptional situation caused by the health crisis of the COVID-19 and taking into account the security measures related to the development of the educational activity in the Higher Education Institution teaching area, the following changes have been made in the guide of the subject to ensure that Students achieve their learning outcomes of the Subject.

Situation 1: Teaching without limited capacity (when the number of enrolled students is lower than the allowed capacity in classroom, according to the security measures taken).

In this case, no changes are made in the guide of the subject.

Situation 2: Teaching with limited capacity (when the number of enrolled students is higher than the allowed capacity in classroom, according to the security measures taken).

In this case, the following changes are made:

1. Educational Activities of Onsite Work:

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject will be made through a simultaneous teaching method combining onsite teaching in the classroom and synchronous online teaching. Students will be able to attend classes onsite or to attend them online through the telematic tools provided by the university (videoconferences). In any case, students who attend classes onsite and who attend them by videoconference will rotate periodically.

In the particular case of this subject, these videoconferences will be made through:

☒ Microsoft Teams

☐ Kaltura



Situation 3: Confinement due to a new State of Alarm.

In this case, the following changes are made:

1. Educational Activities of Onsite Work:

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject, as well as the group and personalized tutoring, will be done with the telematic tools provided by the University, through:

☒ Microsoft Teams

☐ Kaltura

Explanation about the practical sessions:



2. System for Assessing the Acquisition of the competences and Assessment System

ONSITE WORK

Regarding the Assessment Tools:

☒ The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.

☐ The following changes will be made to adapt the subject's assessment to the online teaching.

Course guide		Adaptation	
Assessment tool	Allocated percentage	Description of the suggested changes	Platform to be used

The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.

Comments to the Assessment System:



ONLINE WORK

Regarding the Assessment Tools:

- ☒ The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.
- ☐ The following changes will be made to adapt the subject's assessment to the online teaching.

Course guide		Adaptation	
Assessment tool	Allocated percentage	Description of the suggested changes	Platform to be used

The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.

Comments to the Assessment System: