

ORGANIZATIONAL CONFLICT AND SOLUTIONS

1	Course Title:	ORGANIZATIONAL CONFLICT AND SOLUTIONS	
2	Course Code:	EYT5117	
3	Type of Course:	Optional	
4	Level of Course:	Second Cycle	
5	Year of Study:	1	
6	Semester:	1	
7	ECTS Credits Allocated:	3.00	
8	Theoretical (hour/week):	2.00	
9	Practice (hour/week):	0.00	
10	Laboratory (hour/week):	0	
11	Prerequisites:		
12	Language:	Turkish	
13	Mode of Delivery:	Face to face	
14	Course Coordinator:	Prof. Dr. Şükrü ADA	
15	Course Lecturers:		
16	Contact information of the Course Coordinator:	Prof. Dr. Şükrü Ada Uludağ Üniversitesi Eğitim Fakültesi B Blok +90 (224) 294 21 92 sukruada@uludag.edu.tr	
17	Website:		
18	Objective of the Course:	Course Objectives, Approaches to Organizational Conflict, Organizational Conflict managerial approaches, containment of anger in conflict, the importance of communication, based on the conflict resolution strategies used by school administrators. to examine the studies.	
19	Contribution of the Course to Professional Development:	Improving perception and understanding on the positive aspects of conflict as well as its positive aspects, its impact on emotional intelligence and conflict management, and the reflections of leadership on educational institutions	
20	Learning Outcomes:		
		1	Students will be able to comprehend the variables of schools regarding this issue while making comments about the usage levels of conflict management methods.
		2	Will be able to explain the main approaches to organizational conflict.
		3	Will be able to comprehend that conflict has positive sides as well as negative sides.
		4	Will know how to control anger in conflict.
		5	Will be able to evaluate its effect on emotional intelligence and conflict management.
		6	Will be able to comprehend the importance of communication in conflict process.
		7	Will be able to analyze the factors related to personal behavior in conflict.
		8	Will be able to know the types of conflict according to the nature and the way they arise.
		9	Will be able to discuss the reflections of leadership on educational institutions.
		10	Will be able to evaluate an existing problem in the field by using scientific research methods.

21	Course Content:			
	Course Content:			
Week	Theoretical	Practice		
1	Main approaches to organizational conflict			
2	Managerial approaches to organizational conflict			
3	Using conflict management methods			
4	Conflict Management Strategies			
5	Controlling anger in conflict			
6	Emotional intelligence and its impact on conflict management			
7	The importance of communication in conflict processes			
8	Mediation in conflict			
9	Structuring the Mediation Program at School			
10	Conflict and Crisis Management			
11	Structuring the Conflict and Crisis Management Program at School			
12	Factors Related to Personal Behavior in Conflict			
13	Conflict types according to their nature and the way they arise			
14	Leadership and Management			
Activites		Number	Duration (hour)	Total Work Load (hour)
Theoretical		14	28.00	28.00
Practicals/Labs		0	0.00	0.00
Self study and preperation		11	0.00	0.00
Homeworks		1	15.00	15.00
Projects		0	0.00	0.00
Field Studies		0	0.00	0.00
Midterm exams		1	15.00	15.00
Others		0	0.00	0.00
Final Exams		1	25.00	25.00
Total Work Load				98.00
Total work load/ 30 hr				3.27
ECTS Credit of the Course				3.00
		Kılıç, S. (2008). ÖZEL OKUL ÖĞRETMENLERİNİN ÇATIŞMA YAKLAŞIMLARI İLE ÇATIŞMAYI YÖNETME STİLLERİ (Yayımlanmamış yüksek lisans tezi). Yıldız Teknik Üniversitesi, İstanbul. Kılıç, Mustafa. "Örgütsel Çatışma ve Yönetimi", Yönetim ve Organizasyon, Ed. Salih Güney, Nobel Yayınları, Ankara, 2007., ss. 103-120. Şentürk, N. (2006). İlköğretim okullarında yaşanan çatışma türleri ve yöneticilerin izledikleri çözüm yöntemleri (Yayımlanmamış yüksek lisans tezi). Trakya Üniversitesi, Edirne.		
23	Assesment			
TERM LEARNING ACTIVITIES		NUMBE R	WEIGHT	
Midterm Exam		1	30.00	
Quiz		0	0.00	

Home work-project	1	30.00
Final Exam	1	40.00
Total	3	100.00
Contribution of Term (Year) Learning Activities to Success Grade	60.00	
Contribution of Final Exam to Success Grade	40.00	
Total	100.00	
Measurement and Evaluation Techniques Used in the Course	Multiple-choice exams will be held in midterm and final exams.	
24	ECTS / WORK LOAD TABLE	

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
ÖK1	5	4	1	1	1	1	1	1	0	0	0	0	0	0	0	0
ÖK2	4	4	4	1	1	1	1	1	0	0	0	0	0	0	0	0
ÖK3	1	1	3	1	3	3	1	1	0	0	0	0	0	0	0	0
ÖK4	1	1	1	3	4	3	1	1	0	0	0	0	0	0	0	0
ÖK5	4	4	1	1	1	3	3	1	0	0	0	0	0	0	0	0
ÖK6	3	3	3	1	1	4	4	3	0	0	0	0	0	0	0	0
ÖK7	5	4	4	1	1	3	4	4	0	0	0	0	0	0	0	0
ÖK8	1	1	1	1	1	1	3	5	0	0	0	0	0	0	0	0
ÖK9	1	1	1	1	1	3	3	1	0	0	0	0	0	0	0	0
ÖK10	1	1	1	1	1	1	3	3	0	0	0	0	0	0	0	0
LO: Learning Objectives PQ: Program Qualifications																
Contribution Level:	1 very low			2 low			3 Medium			4 High			5 Very High			