

**Subject card**

<b>Subject name and code</b>	Conflict Management in International Environment, PG_00199099						
<b>Field of study</b>	International Economic Relations						
<b>Date of commencement of studies</b>	October 2026	<b>Academic year of realisation of subject</b>			2026/2027		
<b>Education level</b>	Bachelor's studies	<b>Subject group</b>			Obligatory subject group in the field of study Subject group related to scientific research in the field of study		
<b>Mode of study</b>	full-time studies	<b>Mode of delivery</b>			at the university		
<b>Year of study</b>	1	<b>Language of instruction</b>			Polish		
<b>Semester of study</b>	2	<b>ECTS credits</b>			3.0		
<b>Learning profile</b>	academic	<b>Assessment form</b>			credit		
<b>Conducting unit</b>	Division of Global Economy -> Department of Maritime Transport and Seaborne Trade -> Faculty of Economics -> Rector						
<b>Name and surname of lecturer (lecturers)</b>	<b>Subject supervisor</b>		dr Bożena Klusek-Wojciszke				
	<b>Teachers</b>						
<b>Lesson types</b>	<b>Lesson type</b>	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	<b>Number of study hours</b>	15.0	15.0	0.0	15.0	0.0	45
	E-learning hours included: 0.0						
<b>Learning activity and number of study hours</b>	<b>Learning activity</b>	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	<b>Number of study hours</b>	45		0.0		30.0	75
<b>Subject objectives</b>	The aim of the course is to familiarize students with methods of conflict management in organizations, taking into account intercultural differences.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[MSGL3_W09] has a knowledge about a human being as an individual making economic decisions, acting within social structures and organisational units (in particular enterprises) or conducting individual economic activity	Student has knowledge about a person as an individual participating in the work of international teams.	[SW4] test/exam - oral or written
	[MSGL3_U14] can interact and work in a team (including an international one), taking various roles within it	Student can resolve conflicts in an international business team. Student is able to formulate questions and doubts related to the implementation of tasks and develop their understanding of the content during consultations with the instructor.	[SU4] test/exam - oral or written
	[MSGL3_U05] can use regulations and standards which determine business activity, as well as accounting principles in order to solve specific tasks related to the activity of enterprises	Student can use regulations and standards that determine economic activity on the international market in order to build a team, communicate in the team and resolve conflicts.	[SU4] test/exam - oral or written
	[MSGL3_K03] participates in the preparation of economic and social projects; can reconcile legal, economic, ecological, political and social requirements	When participating in international projects, student can avoid conflict situations and deal with them effectively.	[SK4] test/exam - oral or written
	[MSGL3_K04] is ready to think and act in an entrepreneurial manner; adapts to new situations and conditions, undertakes challenges of creative thinking; is resilient to failures; can identify threats and assess the risk of their occurrence	Student, participating in the work of an international team, adapts to emerging circumstances, can identify conflict situations and deal with them effectively.	[SK4] test/exam - oral or written
	[MSGL3_K05] correctly identifies, diagnoses and solves dilemmas and various options of solutions related to the profession	As a member of an international team, student identifies conflict situations and looks for ways to manage them.	[SK4] test/exam - oral or written
[MSGL3_K06] is ready to be guided in his/her professional life by business ethics and corporate social responsibility, to respect others and to be loyal to his/her employer	In the face of conflicts in the organization, student is ready to be guided by business ethics.	[SK4] test/exam - oral or written	
Subject contents	<ol style="list-style-type: none"> <li>1. Conflict in an organization - organizational cultures.</li> <li>2. Conflict management methods.</li> <li>3. Behavioral styles in a conflict situation.</li> <li>4. Reaction to conflict and gender differences.</li> <li>5. Reaction to conflict and cultural differences.</li> <li>6. Culture and leadership styles.</li> <li>7. Cultural frameworks of communication behavior in conflict.</li> <li>8. Intercultural communication skills and training.</li> <li>9. Methods of coping with stress in a conflict situation.</li> <li>10. Negotiation workshops.</li> </ol> <p>As part of the student's participation in the lecture, 5 hours are allocated for individual consultations aimed at supporting the learning process in order to explain more difficult issues in the field of conflict management in the organization.</p>		
Prerequisites and co-requisites			
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	final test	51.0%	100.0%
Recommended reading	Basic literature	<ol style="list-style-type: none"> <li>1. Kłusek-Wojciszke B. Konflikt w organizacji: style postępowania, Wydawnictwo Uniwersytetu Gdańskiego 2020.</li> <li>2. Berendt J; Panas M; Vesna L, Szacunek, zgoda. Porozumiewanie bez przemocy w praktyce biznesowej, Wydawnictwo: Onepress, 2022.</li> <li>3. Chelpa S; Witkowski T, Psychologia konfliktów. Praktyka radzenia sobie ze sporami, Wydawnictwo: BezMaski, Wrocław 2015.</li> </ol>	

	Supplementary literature	<ol style="list-style-type: none"> <li>1. Fisher R; Ury W; Patton B. Dochodząc do tak, Polskie Wydawnictwo Ekonomiczne, Warszawa 2016.</li> <li>2. Deutsch M; Coleman P.T. Rozwiązywanie konfliktów, Kraków 2005, Wydawnictwo Uniwersytetu Jagiellońskiego.</li> <li>3. Hofstede G. Kultury i organizacje, PWE, Warszawa 2000.</li> <li>4. Kłusek-Wojciszke B. Osobowość jako determinanta wyboru stylu rozwiązywania konfliktów, Organizacja i Kierowanie, nr 1, 2009.</li> <li>5. Kłusek-Wojciszke B. Konstrukcja kwestionariusza stylów postępowania w sytuacji konfliktowej, Czasopismo Psychologiczne, lipiec 2009.</li> </ol>
	eResources addresses	
Example issues/ example questions/ tasks being completed		
Work placement	Not applicable	

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