

Subject card

Subject name and code	Conflict Management in International Environment, PG_00199926						
Field of study	International Economic Relations						
Date of commencement of studies	October 2026	Academic year of realisation of subject			2026/2027		
Education level	Bachelor's studies	Subject group			Obligatory subject group in the field of study Subject group related to scientific research in the field of study		
Mode of study	part-time studies	Mode of delivery			at the university		
Year of study	1	Language of instruction			Polish		
Semester of study	2	ECTS credits			3.0		
Learning profile	academic	Assessment form			credit		
Conducting unit	Division of Global Economy -> Department of Maritime Transport and Seaborne Trade -> Faculty of Economics -> Rector						
Name and surname of lecturer (lecturers)	Subject supervisor		dr Bożena Klusek-Wojciszke				
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	10.0	10.0	0.0	6.0	0.0	26
	E-learning hours included: 0.0						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	26		0.0		49.0	75
Subject objectives	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
	[MSG3_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
	[MSG3_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.	[SU4] test/exam - oral or written
	[MSG3_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
	[MSG3_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
	[MSG3_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
	[MSG3_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
	[MSG3_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"> 1. Conflict in an organization - organizational cultures. 2. Conflict management methods. 3. Behavioral styles in a conflict situation. 4. Reaction to conflict and gender differences. 5. Reaction to conflict and cultural differences. 6. Culture and leadership styles. 7. Cultural frameworks of communication behavior in conflict. 8. Intercultural communication skills and training. 9. Methods of coping with stress in a conflict situation. 10. Negotiation workshops. <p>As part of the consultations, individual questions of students will be discussed, doubts will be clarified and additional information regarding the program content will be provided.</p>								
Prerequisites and co-requisites									
Assessment methods and criteria	<table border="1"> <thead> <tr> <th>Subject passing criteria</th> <th>Passing threshold</th> <th>Percentage of the final grade</th> </tr> </thead> <tbody> <tr> <td>final test</td> <td>51.0%</td> <td>100.0%</td> </tr> </tbody> </table>	Subject passing criteria	Passing threshold	Percentage of the final grade	final test	51.0%	100.0%		
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Recommended reading	<table border="1"> <tbody> <tr> <td data-bbox="450 1200 798 1375">Basic literature</td> <td data-bbox="804 1200 1489 1375"> <ol style="list-style-type: none"> 1. Kłusek-Wojciszke B. Konflikt w organizacji: style postępowania, Wydawnictwo Uniwersytetu Gdańskiego 2020. 2. Berendt J; Panas M; Vesna L, Szacunek, zgoda. Porozumiewanie bez przemocy w praktyce biznesowej, Wydawnictwo: Onepress, 2022. 3. Chełpa S; Witkowski T, Psychologia konfliktów. Praktyka radzenia sobie ze sporami, Wydawnictwo: BezMaski, Wrocław 2015. </td> </tr> <tr> <td data-bbox="450 1384 798 1626">Supplementary literature</td> <td data-bbox="804 1384 1489 1626"> <ol style="list-style-type: none"> 1. isher R; Ury W; Patton B. Dochodząc do tak, Polskie Wydawnictwo Ekonomiczne, Warszawa 2016. 2. Deutsch M; Coleman P.T. Rozwiązywanie konfliktów, Kraków 2005, Wydawnictwo Uniwersytetu Jagiellońskiego. 3. Hofstede G. Kultury i organizacje, PWE, Warszawa 2000. 4. Kłusek-Wojciszke B. Osobowość jako determinanta wyboru stylu rozwiązywania konfliktów, Organizacja i Kierowanie, nr 1, 2009. 5. Kłusek-Wojciszke B. Konstrukcja kwestionariusza stylów postępowania w sytuacji konfliktowej, Czasopismo Psychologiczne, lipiec 2009. </td> </tr> <tr> <td data-bbox="450 1635 798 1648">eResources addresses</td> <td data-bbox="804 1635 1489 1648"></td> </tr> </tbody> </table>	Basic literature	<ol style="list-style-type: none"> 1. Kłusek-Wojciszke B. Konflikt w organizacji: style postępowania, Wydawnictwo Uniwersytetu Gdańskiego 2020. 2. Berendt J; Panas M; Vesna L, Szacunek, zgoda. Porozumiewanie bez przemocy w praktyce biznesowej, Wydawnictwo: Onepress, 2022. 3. Chełpa S; Witkowski T, Psychologia konfliktów. Praktyka radzenia sobie ze sporami, Wydawnictwo: BezMaski, Wrocław 2015. 	Supplementary literature	<ol style="list-style-type: none"> 1. isher R; Ury W; Patton B. Dochodząc do tak, Polskie Wydawnictwo Ekonomiczne, Warszawa 2016. 2. Deutsch M; Coleman P.T. Rozwiązywanie konfliktów, Kraków 2005, Wydawnictwo Uniwersytetu Jagiellońskiego. 3. Hofstede G. Kultury i organizacje, PWE, Warszawa 2000. 4. Kłusek-Wojciszke B. Osobowość jako determinanta wyboru stylu rozwiązywania konfliktów, Organizacja i Kierowanie, nr 1, 2009. 5. Kłusek-Wojciszke B. Konstrukcja kwestionariusza stylów postępowania w sytuacji konfliktowej, Czasopismo Psychologiczne, lipiec 2009. 	eResources addresses			
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Example issues/ example questions/ tasks being completed									
Work placement	Not applicable								

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