Course title	Conflict Management
Course code	2134
Type of course	Optional
Level of course	Undergraduate
Year of study	Fourth (4th)
Semester	Eighth (8th)
ECTS credits	5
Name of lecturer(s)	Panagiotis Polychroniou, Lecturer
Aim of the course	The aim of the course is to present organizational conflict and Conflict Management content (conflict types, defining factors, management styles). Moreover, Emotional Intelligence dimensions will be analyzed in relation to Conflict Management and Team/Group effectiveness giving emphasis on organizational changes.
Learning outcomes	At the end of this course the student should be able to: 1. Understand the basic concepts related to Conflict Management. 2. Understand conflict management styles between individuals/groups in organizational context. 3. Comprehend the utility of decreasing conflict intensity for Managerial practices and Transformational Leadership in today's business environment.
Competences	At the end of the course the student will have further developed the following skills/competences: 1. Handling Conflicts for effective cooperation. 2. Analyzing organizational weaknesses related to conflict.
Prerequisites	There are no prerequisite courses. It is, however, recommended that students have at least basic knowledge of Organizational Behavior.

Course contents	1. Conflicts 2. Teams/Groups 3. Emotional Intelligence 4. Transformational Leadership
	5. Employee Motives 6. Job stress 7. Organizational Culture 8. Organizational Change
Recommended reading	1. Rahim A. (2010). *Managing Conflict in Organizations*, Transactions Publishers 2. Robbins S. and Judge T. (2012). *Organizational Behavior*, Prentice Hall.
Teaching and learning methods	Lectures - Exercises - Case studies - Group project
Assessment and grading methods	The grade is calculated on the basis of the final written exam and group project. Greek grading scale: 1 to 10. Minimum passing grade: 5
Language of instruction	English