

KYIV NATIONAL UNIVERSITY
OF CONSTRUCTION AND ARCHITECTURE

MASTER

Department of professional education

APPROVED BY

The Dean of the Faculty of Civil
Engineering



/ Hryhorii IVANCHENKO

June 30, 2023

SYLLABUS OF THE ACADEMIC DISCIPLINE

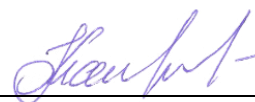
Conflictology and management psychology

(name of the academic discipline)

code	name of the field of expertise
05	Social and behavioral sciences
	name of the specialization
051	Economics

Author:

Ruslan KALENYCHENKO, PhD in Psychology,
Associate Professor



(signature)

The syllabus was approved at a meeting of the Department of Professional
Education

protocol № **16** dated "**June 21**", 2023

The head of the department



(signature)

/ **Kostiantyn POCHKA** /

EXTRACT FROM THE SYLLABUS FOR 2022-2023

Code	Master	Study mode:						full-time				Monitoring type	Semester	Note of approval
	Name of the specialty (specialization)	Credits per semester	The amount of hours				The number of individual tasks							
			In total	in classes										
				Overall	including									
					L	Lw	S				It			
051	The economics of entrepreneurship	3	90	32	20		12				1	test	10	

code	Master	Study mode: part-time										Monitoring type	Semester	Note of approval
	Name of the specialty (specialization)	Credits per semester	The amount of hours					The number of individual tasks						
			In total	in classes										
				Overall	including									
					L	Lw	S				It			
051	The economics of entrepreneurship	3	90	18	10		8				1	test	11	

Purpose and objectives of the discipline

The purpose of teaching the discipline "Conflictology and Management Psychology" is to develop in future economists the ability to carry out psychological analysis of each individual and interpersonal relationships in groups; to determine the means of optimal influence on employees to create an appropriate social and psychological climate in the team and increase work efficiency; to form a system of knowledge about the nature of conflicts, to acquire practical skills in their resolution, to develop the ability to predict and control a conflict situation, to perceive conflict positively and use it pragmatically.

The main objectives of studying the discipline "Conflict and Management Psychology" are:

- deep mastery by students of knowledge that reflects the content and structure of management; awareness of the role and importance of psychological components of management; formation of skills and abilities to effectively solve psychological and managerial problems;
- mastery of the basic terms and concepts of economic psychology and conflictology at the level of recreation, interpretation and use of them in daily and professional life; development of skills and abilities to use psychological knowledge about a person to analyze specific living and professional situations; empowerment of students with such achievements of modern psychological science that would contribute to their professional development, as well as self-actualization and self-realization in the future profession of economist.

Competencies of students formed as a result of mastering the discipline

Code	Content	Program results
General competencies		
GC1	Ability to generate new ideas (creativity).	6.Evaluate the results of their own work, demonstrate leadership skills and the ability to manage personnel and work in a team. 18**.Use modern educational and research technologies in the field of economics.
GC3.	Ability to motivate people and move towards a common goal.	2. Develop, justify and make effective decisions on the development of socio-economic systems and management of economic entities.
GC5.	Ability to work in a team.	12.Justify management decisions on the effective development of business entities, taking into account goals, resources, constraints and risks.

Special (professional) competencies		
SC12**.	Ability to apply the basics of pedagogy and psychology in the educational process in higher education institutions.	2. Develop, justify and make effective decisions on the development of socio-economic systems and management of economic entities. 5. Adhere to the principles of academic integrity.

Syllabus of the academic discipline

Module 1.

The psychology of management.

Lecture 1

Psychological analysis of management.

1. The concept of management. Content, structure and psychological components of management.
2. The main approaches to the analysis of the content of management in modern national and foreign publications.
3. Specification of tasks solved by the theory of management and psychology of management.
4. Identity and difference of the concepts of "control" and "management" in national and foreign scientific and practical studies.
5. The place and role of psychological training in the formation of managers.

Summary.

Lecture 2

Psychological description of the subject of management.

1. Psychological competence of managers to perform management.
2. The phenomenon of administrative potential of the manager.
3. Individual psychological characteristics of the manager.
4. Intelligence and creativity of the manager.
5. Health as a factor of effective managerial activity.
6. Stress and risk in the activities of the manager.

Summary.

Seminar 1.

Psychological characteristics of the object of management

Seminar 2.

Psychological bases of the decision-making process by managers

Seminar 3.

Effectiveness of different management styles of the managerial personnel of organizations. The phenomenon of leadership.

Seminar 4.

The impact of the psychological climate in the teams of organizations on management efficiency.

Seminar 5.

Building effective communication in organizations.

Lecture 3 (4 hours)

Psychology of influences: covert control, manipulation and protection against them.

1. Patterns of highly effective psychological influence.
2. Types of psychological influences that can be used in different life situations (definitions and means of influence).
3. Psychological foundations of covert control.
4. Protection against covert control and manipulation.
5. Covert influence in our lives. Covert control and manipulation in the team.
6. Psychology of known situations (examples from world history).

Summary

Module 2.

Personality in the professional activity.

Lecture 4

Professional activity. Psychology of economic behavior.

1. The concept of activity. Psychological analysis of professional activity.
2. The concept of economic behavior. Basic models of economic behavior.
3. Features of Ukrainian mentality and its reflection on the economic behavior of people.

Summary

Lecture 5

Psychological features of the attitude to money. Psychology of the consumer.

1. The relationship between the psychology of money and the economic behavior of business entities.
2. Monetary motivation. Sincere, declared and hidden motives.
3. Typology of personalities depending on their monetary behavior.
4. Taxes and their perception by society and individuals.

Summary

Lecture 6

Psychology of entrepreneurship.

1. Functional, role and structural approaches in the modern understanding of entrepreneurship.

2. The hierarchy of entrepreneurial needs and the identification of their motives and true intentions.
3. Study of entrepreneurs' attitude to risk.
4. Psychological portrait of an entrepreneur. Personal qualities that promote and hinder business success.
5. Occupational profile of a manager.

Summary

Module 3. Conflictology.

Lecture 7

Conflictology as a science. General characteristics of the conflict.

1. The object of conflictology. The main problems and tasks.
2. Signs of the conflict.
3. Functions of conflicts.
4. Classification of conflicts.

Summary

Lecture 8

The structure and dynamics of the conflict.

1. Structural model of conflict. Conflict situation, incident, conflict.
2. Causes of the conflict.
3. Conflictogenes. Dynamics of the conflict.
4. Strategies (styles) of behavior in conflict according to the two-dimensional Thomas-Kilman model.
5. Causes of conflicts in enterprises and organizations and ways to prevent them.

Summary

Seminar 6.

Conflict management.

Lecture 9

Negotiations and mediation in conflict resolution.

1. Conflict prevention, regulation and resolution as conflict management measures.
2. Structural methods of influencing a conflict situation.
3. Managing emotions in conflict interaction.
4. Techniques of effective communication and rational behavior in conflict.
5. The essence and methods of conflict prevention in organizations.

Summary

Individual task - an abstract.

Topics of the individual tasks.

№	Title of the topic
1	2
1	Content and structure of management.
2	Organizational, managerial and psychological components of the process of managing secondary education institutions.
3	Special features of management in various social spheres (business, production, education, culture, science, etc.).
4	Research methods in management psychology.
5	Psychological conditions and ways to ensure the humanization of management.
6	Subject and main tasks of management psychology.
7	Actual tasks of choosing and training economists in Ukraine.
8	The role of psychological service in management optimization.
9	Basic principles and forms of interaction between managers of organizations and practical psychologists in solving management problems.
10	Content and structure of psychological readiness of managers for management.
11	Motives of managerial activity of managers.
12	Knowledge, skills and abilities necessary for a modern manager.
13	Requirements for personal characteristics of managers.
14	Psychological analysis of the decision-making process of managers.
15	Influence of objective and subjective factors on the decision-making process of managers.
16	Basic requirements for managerial decision-making.
17	Collegiality in managerial decision-making: positive and negative characteristics.
18	The nature and structure of the management style of managerial personnel.
19	Psychological features of the main management styles.
20	Psychological foundations of individual management style.
21	Psychological analysis of factors that influence the management style.
22	Psychological features of social positions and social roles of employees-economists.
23	Job description as the main means of regulation of professional and functional roles of employees of organizations.
24	Psychological analysis of the role behavior of economists.
25	The influence of professional and functional roles on the professional formation and personal development of economists.
26	Professional deformation of the personality of economists: causes of occurrence and conditions of prevention.
27	Motivation of economists as a factor of management efficiency.
28	Psychological analysis of the needs of economists.
29	The main strategies for ensuring the manager's motivation of the activity of economists.
30	Psychological conditions for the development of motivation of economists.
31	The content and structure of the psychological climate in the teams of organizations.

32	Types of psychological climate in the teams of organizations.
33	The role of psychological climate in ensuring the effectiveness of management.
34	Psychological analysis of factors that influence the development of psychological climate in organizations.
35	Activities of managers to create a favorable climate in organizations.
36	Content and structure of communication in organizations.
37	The main stages of preparation and implementation of communication in organizations.
38	Psychological features of different types of communication in organizations.
39	The role of "external" and "internal" communications in the formation of the organization's image.
40	Psychological analysis of communication barriers in organizations.
41	Types and causes of conflicts in organizations.
42	Functions of conflicts in the process of managing organizations.
43	Structure and dynamics of conflicts that arise in organizations.
44	Psychological characterization of the main ways of personal behavior in conflict.
45	Ways to prevent conflicts in organizations.
46	Ways to "bypass" conflicts.
47	The main ways to resolve conflicts in organizations.
48	Psychological conditions of conflict resolution in organizations based on cooperation.
49	Algorithm of conflict resolution in organizations.
50	General characteristics of conflictology as a science. Principles and methods of conflictology.
51	General characteristics of conflict. Functions of conflicts
52	Classification of conflicts
53	Intrapersonal conflicts
54	Interpersonal conflicts
55	Intergroup conflicts
56	History of the formation of conflictology as a science
57	Relationship of conflictology with other sciences
58	General characteristics of conflicts by the sphere of deployment
59	Structural model of conflict.
60	Causes of conflicts. Conflictogenes
61	Conflict dynamics
62	Strategies (styles) of behavior in conflict according to the two-dimensional Thomas-Kilman model
63	Conflict prevention as a way to prevent it
64	Conflict in organizations and its specifics
65	Causes of social, interethnic, family and cultural conflicts
66	The essence of conflict management and its diagnostics. Conflict mapping
67	Methods of conflict management
68	Emotion management in conflict interaction
69	Technologies of effective communication and rational behavior in conflict
70	The essence and methods of conflict prevention in organizations
71	Psychological compatibility. Psychological climate of the group

72	Ways to prevent and overcome communication barriers
73	The main content and principles of the negotiation process as a way to resolve conflicts
74	Behavior of partners in the negotiation process
75	Mediation in conflict resolution
76	Formal and informal mediation
77	The relationship between the concepts of "negotiation strategy" and "negotiation tactics"
78	The essence and structure of the activity of economists.
79	Types of activity: play, study, work.
80	Special features of the professional activity of economists. Professionally determined personality changes.
81	Vision of economic behavior in the main psychological theories
82	Basic models of economic behavior
83	Traditions, rituals, religion as elements of public opinion and their influence on human economic behavior
84	Factors that influence the attitude to money and the semantic meaning of money for a person.
85	Types of personality accentuation in the context of using money.
86	Features of people's saving behavior. Economic behavior of "living on credit". Its psychological features.
87	Taxes and their perception by society and the individual.
88	The phenomenon of "consumer culture". Basic consumer typologies.
89	Factors influencing the consumer choice process.
90	Phenomenology of entrepreneurship: synthesis of economic and psychological.
91	The hierarchy of the entrepreneur's needs and the identification of their motives and true intentions.
92	The motive to succeed and the one to avoid failure. Locus of control.
93	Ukrainian entrepreneur: a social and psychological portrait.
94	

Monitoring and assessing methods for students' knowledge

Points distribution for the academic discipline with the test form of control

Ongoing evaluation				Test	Total points
Modules			Individual task		
1	2	3			
30	10	10	20	30	100

Scale for assessing the individual task

Score by the national scale	The number of points	The criteria
excellent	20	excellent realization
	17	excellent realization with a few mistakes
well	15	above-average realization with a few mistakes
	12	realization with a certain number of mistakes
satisfactory	10	the realization meets the minimum criteria

Scoring scale for the test (30 points)

The number of correct answers	The number of points	The number of correct answers	The number of points	The number of correct answers	The number of points
0-6	0	11	10	16	20
7	2	12	12	17	22
8	4	13	14	18	24
9	6	14	16	19	26
10	8	15	18	20	30

Educational materials for the course

Educational studies:

Конфліктологія і психологія управління: методичні вказівки до вивчення курсу / уклад. Р.А.Калениченко. – К.: КНУБА, 2018. – 28 с.

Main reading:

1. Конфліктологія і психологія управління: Навч. посібник / Р.А.Калениченко; А.С.Коханець. – К.: КНУБА, 2021. – 167 с.
2. Психологія управління: навчальний посібник / За заг. ред. Р.А. Калениченка, О.Г. Льовкіної. – Ірпінь: Національний університет державної фіскальної служби України, 2018. – 262 с.
3. Калениченко Р. А., Харіна О.Є., Доценко К.М. Основи психології та конфліктології для фахової підготовки економістів: Навч. посібник – Ірпінь.: Державна фіскальна служба України, Університет ДФС України., 2016. – 308 с.

Suggested reading:

1. Руденко М.В., Смірнов В.М.; Калениченко Р.А., Гаврилюк В.О. Психолого-педагогічне забезпечення навчально-виховного процесу: Навч. посібник / В.М. Смірнов; М.В. Руденко, Р.А. Калениченко, В.О. Гаврилюк. – К.: КНУБА, 2014. – 432 с.

2. Свидрук І.І., Миронов Ю.Б. Психологія управління та конфліктологія / Підручник. - Львів: Видавництво Львівського торговельно-економічного університету, 2017. - 320 с.
3. Єременко Л. В. Конфліктологія: навчальний посібник / Л. В. Єременко. – Мелітополь: ФО-П Однорог Т. В., 2018. – 219 с. [Електронний ресурс] Режим доступу <http://www.tsatu.edu.ua/shn/wp-content/uploads/sites/59/konfliktolohija-.pdf>
4. Опорний конспект лекцій із дисципліни «Конфліктологія» для студентів денної та заочної форм навчання зі спеціальності 076 «Підприємництво, торгівля та біржова діяльність» [Електронний ресурс] / укладачі: О. В. Головка, Н. О. Лисак, Н. В. Петренко. – Електрон. дані. – Х. : ХДУХТ, 2018. Режим доступу <https://cutt.ly/anMPh4c>

Suggested reading: websites of the companies listed in the syllabus of the discipline
Information resources, obligatory <http://library.knuba.edu.ua/>