

<b>37.03.02. Conflictology</b>	
Basic professional skills of a conflictologist	
<b>Course/semester</b>	Bachelor degree, 2/3
<b>The main objective</b>	to know the basics of language of professional communication, overcoming communicative barriers, understanding communication roles and strategy in the conditions of dispute and the open conflict. Represents a workshop on working off the basics of professional communication of a conflictologist, working off communicative skills.
<b>Contents</b>	<ul style="list-style-type: none"> <li>• Interpersonal communication and its features in the conditions of the conflict.</li> <li>• Regularities of the speech in the conditions of mass communication. Communicative roles.</li> <li>• Verbal, nonverbal communication.</li> <li>• Contact establishment.</li> <li>• Dispute.</li> <li>• Strategy and tactics of dispute.</li> <li>• Logical aspects of dispute.</li> <li>• Techniques of the argument.</li> <li>• Social and psychological aspects of dispute.</li> <li>• Admissible and inadmissible tricks in dispute and their neutralization.</li> <li>• Manipulative communication.</li> </ul>
<b>Preliminary requirements of Discipline</b>	Professional communication, history of conflictology, rhetorics and eristics
<b>Structure of the course</b>	Practice – 36, independent work – 65 hours. Total 108 hours.
<b>Estimation, control – test</b>	<p>Mark and rating system:</p> <ul style="list-style-type: none"> <li>- 0–24 it is unsatisfactory without possibility of repeating an examination;</li> <li>- 25–49 it is unsatisfactory with possibility of repeating an examination;</li> <li>- 50–72 it is satisfactory; 73–86 it is good; 87–100 it is excellent.</li> </ul> <p>80% - current work, 20% - pass 60% - current work, 40% - examination</p>
<b>Features of the organization of educational process and training materials</b>	Active forms are used: Lecturess discussions seminars trainings, training in small groups (training in cooperation – cooperative learning), case method.