

Title and Code of Course: Conflict Management			
Instructor's Name: Prof Márta Csabai and Dóra Kocsis			
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Credit Point Value: 6	Number of Lessons per Week: 2	Type of Course: Seminar <input type="checkbox"/> Lecture <input type="checkbox"/>	Method of Evaluation: Oral Examination <input type="checkbox"/> In-Class Presentation <input type="checkbox"/> Other <input checked="" type="checkbox"/>
Course Description:			
<p>Effective communication is one of the most important factors in the helping professions. Psychological practice takes place in complex environments — professionally, organizationally, and technically. Additionally, clients often feel vulnerable due to anxiety, stress, and limitations related to their conditions. As a result, conflicts frequently arise both among professionals and between professionals and clients. Based on international research, this course will introduce the typical patterns of conflicts in healthcare and other settings, as well as possible ways to resolve them. Students will learn constructive methods, tools, and strategies for conflict management and conflict transformation through training exercises grounded in scientific evidence.</p>			
Bibliography:			
<p>Norman, A. H., Uehara, B. Y., & de Almeida Morgado, T. (2023). Empathy (part II): contributions of nonviolent communication to clinical practice. <i>Revista Brasileira de Medicina de Família e Comunidade</i>, 18(45), Article 3548.</p> <p>Schaubhut, N. A. (2007). Thomas-Kilmann conflict mode instrument. <i>CPP Research Department</i>.</p> <p>Bochatay, N., Bajwa, N. M., Cullati, S., Muller-Juge, V., Blondon, K. S., Perron, N. J., Maitre, F., Chopard, P., Vu, N. V., Kim, S., Savoldelli, G. L., Hudelson, P., & Nendaz, M. R. (2017). A multilevel analysis of professional conflicts in health care teams: insight for future training. <i>Academic Medicine</i>, 92(11S), S84–S92.</p> <p>Bochatay, N., Kuna, Á., Csupor, É., Pintér, J. N., Muller-Juge, V., Hudelson, P., Nendaz, M. R., Csabai, M., Bajwa, N. M., & Kim, S. (2021). The Role of Power in Health Care Conflict: Recommendations for Shifting Toward Constructive Approaches. <i>Academic Medicine</i>, 96(1), 134–141</p> <p>Kuna, Á., Bochatay, N., Kim, S., & Csabai, M. (2022). Being in the same boat, in two ways Conflict metaphors in health care. In <i>Figurative Thought and Language</i> (Vol. 16, pp. 259–283). John Benjamins Publishing Company.</p>			