



Sveriges lantbruksuniversitet  
Swedish University of Agricultural Sciences

# SLUkurs

## Syllabus

**PNGo09g Handling conflicts and challenging situations, 1.0 credits**

## Syllabus approved

2021-09-30

## Subjects

Other Social Science

## Education cycle

Third cycle

## Grading scale

Pass / Failed

The requirements for attaining different grades are described in the course assessment criteria which are contained in a supplement to the course syllabus. Current information on assessment criteria shall be made available at the start of the course.

## Language

English

## Prior knowledge

Basic knowledge in English

## Objective, including learning outcomes

After completing the course the student shall gain knowledge about the impact around yourself and others, how to and to

- Be aware of rule techniques

- Be able to communicate in order to be able to manage authorities and challenging situations
- Motivate and understand your own and others' strengths, current and future working life.

## **Content**

The course is organized as 1 whole-day seminars and group discussions.

### Human design

- Understanding our human design -and knowing when to respond rather than react
- Do you want to be right or do you want to cooperate?
- What can I control, what can I not control?

### The basics of rhetoric

- Learn the most important basics of rhetoric and argumentation
- The rhetoric toolbox – how to use them
- How to respond to the ruler technique

### Communication

- Verbal and non-verbal communication
- To convince rather than persuade
- To become clear in your communication

### The ruler techniques

- What are the characteristics?
- How to respond and prevent ruler techniques
- Identify your own situation – how can you respond differently?

### How to tackle difficult situations and people

- How to deal with frustration, rivalry and misunderstandings at work
- How to increase your strength in the meeting with difficult situations and people
- How can you say NO and keep your integrity

### We are different

- How can we use each others strength -rather than get upset
- Learn to understand our differences and use it to your advantage

### Summary

- How can you contribute to a healthier working climate at your workplace?
- What did you learn?

### **Requirements for examination**

Attendance and involvement during seminars as well as homework.

### **Additional information**

The course was developed and prepared in collaboration with Confex Sverige AB, Göteborg, Sweden. [www.confex.se](http://www.confex.se). The course is intended for PhD-students who need to improve their skills in communications and handling conflicts. Post-docs can attend the course if positions are available.

Max number of students: 10

Min number of students: 4

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### **Responsible department**

Department of Molecular Sciences