



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. 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