

COURSE INFORMATION	
EUPeace Alliance University	University of Mostar (SUM)
Course Title	Interpersonal Conflicts
Department and/or Faculty	Faculty of Humanities and Social Sciences
Course Code	FFSRB538
Course Type <input checked="" type="checkbox"/> Curricular <input type="checkbox"/> Non-curricular	Course Modality <input checked="" type="checkbox"/> Online <input type="checkbox"/> Synchronous <input type="checkbox"/> Asynchronous <input type="checkbox"/> Both (A/S)ynchronous <input checked="" type="checkbox"/> In-person <input checked="" type="checkbox"/> Lecture <input type="checkbox"/> Laboratory
Date	Winter semester (October till February)
Language(s) of Instruction	Croatian, English, Italian
Course Coordinator	marija.cutura@ef.sum.ba Marija Čutura
Course Instructor	Assoc. Prof. Davorka Topić Stipić, PhD, davorka.topicstipic@sum.ba Assist. Prof. Marijan Tustonja, PhD, marijan.tustonja@sum.ba

TARGET AUDIENCE ⁵
Suitable as Pre-Service Teacher Training Course <input checked="" type="checkbox"/> Pre-primary <input checked="" type="checkbox"/> Primary <input checked="" type="checkbox"/> Secondary Lower <input checked="" type="checkbox"/> Secondary Upper <input checked="" type="checkbox"/> Tertiary
Suitable as In-Service Professional Development Course <input checked="" type="checkbox"/> Pre-primary <input checked="" type="checkbox"/> Primary <input checked="" type="checkbox"/> Secondary Lower <input checked="" type="checkbox"/> Secondary Upper <input checked="" type="checkbox"/> Tertiary
Suitable for non-student body <input checked="" type="checkbox"/> Administrative staff <input type="checkbox"/> Other

TYPE – WORKLOAD – RECOGNITION ²	
Number of hours	30 hours
<input checked="" type="checkbox"/> ECTS Credits	3 ECTS
<input type="checkbox"/> Certificate	

COURSE DESCRIPTION (EN/L1 [if taught in L1])
Content 1. The goal is to expand the student's knowledge of the concepts of constructive and destructive conflicts, with a focus on understanding the causes, dynamics, and consequences of conflicts on individuals and groups. Through the learning process, the student will be trained to recognize various conflict resolution styles and tactics and to effectively integrate them into professional practice. Additionally, the student will develop the ability to critically assess and argue for

appropriate interventions in conflict situations, taking into account the context and specific needs of the participants.

Competences & Learning Objectives

The student defines the nature of conflict and explains the causes of the emergence and development of both constructive and destructive conflicts. They identify their own behavior in the context of conflict situations and compare different styles and techniques of conflict resolution. Furthermore, the student is able to select appropriate methods for resolving conflicts, considering both the relational and content levels of the conflict.

Competences & Learning Objectives

The Nature of Conflict – What is conflict, why does it happen, and how does it shape us?

Constructive vs. Destructive Conflict – When does conflict build relationships, and when does it break them?

Causes and Dynamics of Conflict – What’s happening “behind the scenes” of a conflict?

Self-Reflection in Conflict – How does your behaviour contribute to or reduce conflict?

Conflict Resolution Styles – Are you an avoider, competitor, collaborator, or compromiser?

Tactics and Techniques – Tools for de-escalating tension and building solutions.

Content and Relational Levels – Every conflict has two sides: what is said and how relationships are affected.

Choosing Interventions – How to decide on the right approach for a specific situation.

LINK to Course Details

<https://www.sum.ba/en/sum/postani-student/registar-studijskih-programa>