	Universitas Negeri Surabaya **Faculty of Social and Legal Sciences** **Communication Science Bachelor Study Program**		Document Code

SEMESTER LEARNING PLAN

Courses		CODE	Course Family	Credit Weight			SEMESTER	Compilation Date
Conflict Management		7020103039	Study Program Elective Courses	T=3	P=0	ECTS=4.77	4	March 1, 2024

AUTHORIZATION	SP Developer	Course Cluster Coordinator	Study Program Coordinator
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Learning model	Case Studies

Program Learning Outcomes (PLO)	**PLO study program that is charged to the course**																		
	Program Objectives (PO)																		
	PO - 1	Students are able to understand the definition of conflict, know the root of problems related to power and structure, and are able to apply conflict management steps in negotiation, mediation, facilitation and reconciliation																	
	PLO-PO Matrix																		

	P.O
	PO-1

PO Matrix at the end of each learning stage (Sub-PO)

P.O	Week															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PO-1																

Short Course Description	Able to manage conflict within a group or organization, either in the form of preventing and resolving conflict issues, or building conflict to build solidarity between group members. Lecture method, discussion of conflict management concepts, and presentation of conflict management cases.

References	**Main :**
	1. PenulisJudul BukuTahunPenerbitWirawanKonflik dan Manajemen Konflik2011Jakarta: Salemba HumanikaRusdiana,Manajemen Konflik2015Bandung: Pustaka SetiaStephen W littlejohnCommunication Conflict, and The Management of Difference2007LongGrove:Waveland PressKlimann, Ralph, dan KennethInterpersonal Conflict-Handling Behaviour as Reflections of Jungian Personality Dimensions1975Psychological Reports 2. Sharma & Sehrawat, Emotional Intelligence, Leadership and Conflict Management , 2014, Lambert 3. Hoo Won-Jeong, Understanding Conflict and Conflict Analysis, Sage Publications, 2010 4. Michael J.Butler, 2009, International conflict management, Routledge
	Supporters:

Supporting lecturer	Oni Dwi Arianto, S.S., M.I.Kom. Herma Retno Prabayanti, S.E., M.Med.Kom. Mutiah, S.Sos., M.I.Kom. Awang Dharmawan, S.Ikom., M.A.

Week-	Final abilities of each learning stage (Sub-PO)	Evaluation		Help Learning, Learning methods, Student Assignments, [Estimated time]		Learning materials [References]	Assessment Weight (%)
		Indicator	Criteria & Form	Offline (*offline*)	Online (*online*)		

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Students can understand the definition and causes of conflict	-Students can state the definition of conflict management -Students can explain the causes of conflict	**Criteria:** 1.assessment includes 10% participation 2.individual assignments 10% 3.group assignments 20% 4.activeness in class 10% 5.UTS 20% 6.UAS 30% **Form of Assessment** : Participatory Activities	-presentation of material by lecturers, and dialogue with students Lecture contracts; 3 X 50		**Material:** Definition of conflict management **References:** *Sharma & Sehrawat, Emotional Intelligence, Leadership and Conflict Management, 2014, Lambert*	4%
2	Students can understand the types of conflict and conflicts that can lead to violence	-Students can explain the types of conflict that develop in the social environment - Students can explain the roots of conflict that can lead to violence	**Criteria:** 1.assessment includes 10% participation 2.individual assignments 10% 3.group assignments 20% 4.activeness in class 10% 5.UTS 20% 6.UAS 30% **Form of Assessment** : Participatory Activities	-presentation of material by the lecturer, and discussion with students 3 X 50		**Material:** Explanation of types of conflict and the roots of conflict **Reference:** *Sharma & Sehrawat, Emotional Intelligence, Leadership and Conflict Management, 2014, Lambert*	4%
3	Students can understand the concept of conflict management in organizations	-Students can explain the concept of organizational conflict management	**Criteria:** 1.participation 10% 2.individual assignments 10% 3.group assignments 20% 4.activeness 10% 5.UTS 20% 6.UAS 30% **Form of Assessment** : Participatory Activities	-presentation of material by the lecturer, and discussion with students 3 X 50		**Material:** Explanation of the concept of organizational conflict management **References:** *Sharma & Sehrawat, Emotional Intelligence, Leadership and Conflict Management, 2014, Lambert*	4%
4	Students can understand assumptions and conflict processes	-Students can explain the types of conflict that are bad and destructive, neutral conflict, good and necessary conflict. - Students can explain the relationship of power and conflict	**Criteria:** 1.participation 10% 2.individual assignments 10% 3.group assignments 20% 4.activeness 10% 5.UTS 20% 6.UAS 30% **Form of Assessment** : Participatory Activities	-presentation of material by the lecturer, and discussion with students 3 X 50		**Material:** Explanation of assumptions and conflict processes **References:** *Hoo Won-Jeong, Understanding Conflict and Conflict Analysis, Sage Publications, 2010*	4%

5	Students can explain conflict management	-Students can explain conflict management styles - Students can explain conflict strategies and tactics - Students can explain organizational policies regarding conflict - Students can explain Grid theory of conflict management -Students can explain Thomas and Klimann's theory	**Criteria:** 1.participation 10% 2.individual assignments 10% 3.group assignments 20% 4.activeness 10% 5.UTS 20% 6.UAS 30% **Form of Assessment**: Participatory Activities	-presentation of material by the lecturer, and discussion with students 3 X 50		**Material:** Explanation of style, strategy and conflict management **Reference:** *Hoo Won-Jeong, Understanding Conflict and Conflict Analysis, Sage Publications, 2010*	4%
6	Students can explain conflict management	-Students can explain conflict management styles - Students can explain conflict strategies and tactics - Students can explain organizational policies regarding conflict - Students can explain Grid theory of conflict management -Students can explain Thomas and Klimann's theory	**Criteria:** 1.participation 10% 2.individual assignments 10% 3.group assignments 20% 4.activeness 10% 5.UTS 20% 6.UAS 30% **Form of Assessment**: Participatory Activities	-presentation of material by the lecturer, and discussion with students 3 X 50		**Material:** Organizational policies and strategies in managing conflict **Reference:** *Hoo Won-Jeong, Understanding Conflict and Conflict Analysis, Sage Publications, 2010*	4%
7	Students can understand conflict strategies and tactics	-Students can identify appropriate conflict strategies and tactics, to analyze conflict cases	**Criteria:** 1.participation 10% 2.group assignments 20% 3.individual assignments 10% 4.activeness 10% 5.UTS 20% 6.UAS 30% **Form of Assessment**: Participatory Activities	lectures and discussions 3 X 50		**Material:** Explanation of cases related to conflict, understanding conflict, and conflict solutions. **Reference:** *Hoo Won-Jeong, Understanding Conflict and Conflict Analysis, Sage Publications, 2010*	4%
8	Students are able to re-articulate the material from the meeting that took place in the mid-semester exam	Students are able to understand various material from weeks 1 to 7 and implement it in case studies	**Criteria:** Success in understanding conflicts that exist in society and applying conflict management theory in solving problems **Form of Assessment**: Test	UTS 3 X 50		**Material:** Success in understanding conflict in society and applying conflict management theory in solving problems. **Reference:** *Hoo Won-Jeong, Understanding Conflict and Conflict Analysis, Sage Publications, 2010*	20%

9	Students are able to identify various conflict management applied in various conflict resolutions	Students are able to identify various conflict management applied in various conflict resolutions	**Criteria:** Students are able to apply various conflict management theories and are able to choose the conflict management application that is most relevant to the case **Form of Assessment** : Participatory Activities	lectures, questions and answers, case study presentations		**Material:** Explanation of the identification of various conflict management applied in various conflict resolutions. **Reference:** *Michael J. Butler, 2009, International conflict management, Routledge*	4%
10	Students are able to identify power and conflict management structures in their various variations	Students are able to identify power and conflict management structures in their various variations	**Criteria:** Students are able to perform at identifying power and conflict management structures in their various variations **Form of Assessment** : Participatory Activities	Lectures, discussions, presentations, case studies		**Material:** Explanation of power identification and conflict management structures in various variations. **Reference:** *Hoo Won-Jeong, Understanding Conflict and Conflict Analysis, Sage Publications, 2010*	4%
11	Students are able to understand the concept and practice of conflict resolution	Students are able to understand the concept and practice of conflict resolution	**Criteria:** students are able to show work results in understanding the concept and practice of conflict resolution **Form of Assessment** : Participatory Activities	lectures, discussions, presentations, case studies		**Material:** Explanation of the conception and practice of conflict resolution **. Reference:** *Hoo Won-Jeong, Understanding Conflict and Conflict Analysis, Sage Publications, 2010*	4%
12	Students are able to explain the concepts and practices of negotiation in conflict management	Students are able to explain the concepts and practices of negotiation in conflict management	**Criteria:** Students are able to show work results regarding understanding of negotiation concepts and practices in conflict management **Form of Assessment** : Participatory Activities	lectures, discussions, presentations, case studies		**Material:** Explanation of the concepts and practices of negotiation in conflict management. **Reference:** *Michael J. Butler, 2009, International conflict management, Routledge*	4%
13	Explanation of the concepts and practices of mediation in conflict management	Students are able to explain the concepts and practices of mediation in conflict management	**Criteria:** Students are able to perform in explaining the concepts and practices of mediation in conflict management **Form of Assessment** : Participatory Activities	Lectures, discussions, presentations, case studies, role plays		**Material:** Explanation of the concepts and practices of mediation in conflict management. **Reference:** *Michael J. Butler, 2009, International conflict management, Routledge*	4%

14	Explanation of the concepts and practices of facilitation in conflict management	Students are able to explain the concepts and practices of facilitation in conflict management	**Criteria:** Students are able to perform in relation to the explanation of the concepts and practices of facilitation in conflict management **Form of Assessment**: Participatory Activities	lectures, discussions, role plays, case studies, presentations		**Material:** Explanation of the concepts and practices of facilitation in conflict management. **Reference:** *Michael J. Butler, 2009, International conflict management, Routledge*	4%
15	Explanation of the process and methods of reconciliation in conflict management	Students are able to explain the process and methods of reconciliation in conflict management	**Criteria:** Students are able to demonstrate explanations of the process and methods of reconciliation in conflict management **Form of Assessment**: Participatory Activities	lectures, discussions, roleplays, case studies, presentations		**Material:** Explanation of the process and method of reconciliation in conflict management. **Reference:** *Michael J. Butler, 2009, International conflict management, Routledge* **Material:** Explanation of the process and method of reconciliation in conflict management. **Reference:** *Michael J. Butler, 2009, International conflict management, Routledge*	4%
16	Students are able to understand the stages in conflict management starting from negotiation, mediation, facilitation, to reconciliation	Students are able to understand the stages in conflict management starting from negotiation, mediation, facilitation, to reconciliation	**Criteria:** Students are able to demonstrate an understanding of the stages in conflict management starting from negotiation, mediation, facilitation, to reconciliation **Form of Assessment**: Test	UAS exam		**Material:** Students are able to understand the stages in conflict management starting from negotiation, mediation, facilitation, to reconciliation **Reference:** *Michael J. Butler, 2009, International conflict management, Routledge*	24%

Evaluation Percentage Recap: Case Study

No	Evaluation	Percentage
1.	Participatory Activities	56%
2.	Test	44%
		100%

Notes
1. **Learning Outcomes of Study Program Graduates (PLO - Study Program)** are the abilities possessed by each Study Program graduate which are the internalization of attitudes, mastery of knowledge and skills according to the level of their study program obtained through the learning process.
2. **The PLO imposed on courses** are several learning outcomes of study program graduates (CPL-Study Program) which are used for the formation/development of a course consisting of aspects of attitude, general skills, special skills and knowledge.
3. **Program Objectives (PO)** are abilities that are specifically described from the PLO assigned to a course, and are specific to the study material or learning materials for that course.
4. **Subject Sub-PO (Sub-PO)** is a capability that is specifically described from the PO that can be measured or observed and is the final ability that is planned at each learning stage, and is specific to the learning material of the course.

5. **Indicators for assessing** ability in the process and student learning outcomes are specific and measurable statements that identify the ability or performance of student learning outcomes accompanied by evidence.
6. **Assessment Criteria** are benchmarks used as a measure or measure of learning achievement in assessments based on predetermined indicators. Assessment criteria are guidelines for assessors so that assessments are consistent and unbiased. Criteria can be quantitative or qualitative.
7. **Forms of assessment:** test and non-test.
8. **Forms of learning:** Lecture, Response, Tutorial, Seminar or equivalent, Practicum, Studio Practice, Workshop Practice, Field Practice, Research, Community Service and/or other equivalent forms of learning.
9. **Learning Methods:** Small Group Discussion, Role-Play & Simulation, Discovery Learning, Self-Directed Learning, Cooperative Learning, Collaborative Learning, Contextual Learning, Project Based Learning, and other equivalent methods.
10. **Learning materials** are details or descriptions of study materials which can be presented in the form of several main points and sub-topics.
11. **The assessment weight** is the percentage of assessment of each sub-PO achievement whose size is proportional to the level of difficulty of achieving that sub-PO, and the total is 100%.
12. TM=Face to face, PT=Structured assignments, BM=Independent study.