Denominazione Corso di Studio
Corso di Laurea Magistrale in
"AMMINISTRAZIONI PUBBLICHE E SOCIETA' "
(LM-63)
Denominazione Insegnamento
Organizzazione e Gestione dei Conflitti
Anno Accademico, Anno Corso, Semestre, Cfu
Anno Accademico 2023-2024, II° Anno, II Semestre, 10 Cfu
Docente
Prof. Rocco Reina (10 cfu)

Course information	The Organization & Conflict Management course (SSD SECS-P\10) represents one of the teachings of the Master's course PUBLIC ADMINISTRATION AND SOCIETY" (LM-63) of the University of Catanzaro, developing on a weekly basis in the second semester of the 2023/2024 academic year. Classroom activities will see the development of 8 teaching modules, 2 of which in english, represents 10 credits and approximately 60 hours of frontal teaching.
Teacher information	Rocco Reina, Professore Ordinario di Organizzazione Aziendale (SECS P/10); Contacts: Studio 5 Dipartimento di Scienze Giuridiche Storiche Economiche e Sociali – Edificio dell'Area Giuridico- Economica; Email address: rreina@unicz.it,; Telephone contact details: +39.0961.3694944.
Course description	The course deals with the organizational matrix topics of a Master's Degree in Administration Sciences and Complex Organizations. The topics under study fall within the typical themes of organizational behavior, applied to the various organizational realities: public, private and non-profit. The theme of conflict thus becomes in the focus of the course an element with respect to which to build an extremely interesting reasoning on the role of people and intra-organizational and inter-organizational diversity in the various business contexts. Through the study of the topics of the selected program, students will understand the impact of organizational conflict, also thanks to the experiences and direct comparisons in the classroom with company and sector experts and testimonials, thus grasping the pragmatic implications thanks to the fruitful relationships developed with the local industrial system.
Course Objectives and Learning Outcomes expected	The aim of the course will be to deepen the aspects related to the management of diversity, the importance of people in organizations, the knowledge of the elements characterizing the conflict within companies and with respect to the external context, in search of the synthesis methods necessary to obtain the overall performance of companies. The course aims to encourage students: • The development of the ability to analyze emerging diversity within organized groups and the needs for its management in the reference contexts, also in consideration of the impact brought by new technologies and/or internationality; • The technical understanding of the typical elements of any organizational conflict in public, private and non-profit organizations; • Understanding of the main difficulties inherent in overcoming the elements of intra and inter-organizational conflict, necessary to obtain increasingly adequate performance; • The ability to collect and interpret the tangible and intangible signals of organizational conflict, developing observation and connection skills of the points of attention studied for the applications of the company realities;

	• know how to organize concepts autonomously and know how to bring them into the most appropriate communicative form in respect of the observed contexts and audiences reference.
Program (contents, implementation methods). Possible distinction between attending and non-attending programmes	The program includes the study of the following topics: o the individual in the organization; o the relationship between individual and organization; o change and organization; o organizational conflicts; o the management of diversity and creativity; o the plural world of organizations. (For a total of about 320 pages) The details of the teaching program are published on the teacher's page. **Additional educational resources** During the development of the teaching activities and in their integration, they will be developed seminars and further opportunities for in-depth study and discussion with the classroom on teaching topics.
Estimate of the Hourly Commitment required for individual study	Approximately the student will have to dedicate to individual study a percentage of work equal to two and a half times the time dedicated to frontal teaching; so having the course n. 60 hours approx. of work in the classroom, the time dedicated to the study will be approximately 130 hours, based on the program drawn up.
Methods of Teaching used	The teaching activities will be divided between classroom lessons, teaching exercises, group work, thematic seminars.
Learning resources (recommended textbooks, any further recommended reading for further study, other educational material)	Textbooks: a cura di Buonocore F.; Montanari F.; Solari L.: Organizzazione Aziendale - Comportamenti e decisioni per il management Other Material • Teaching materials and in-depth readings in foreign languages will be available on the dedicated e-learning page and on the teacher page; • Selection of exercises and case studies, will be made available to students through the dedicated section on the course's e-learning platform.
Support Activities	Specific tutorship and/or reception sections will be dedicated to the needs of the students, through specific scheduling.
Frequency Mode	The modalities are indicated in article 8 of the University's teaching regulations.
Method of Assessment	The course includes an initial test to assess the knowledge at the entrance. The course does not include exemptions. The final exam will be carried out in both written form (multiple choice quiz using the course's e-learning platform) and oral. The criteria on the basis of which the student will be judged are: passing the written test followed by an oral exam, aimed at deepening the topics of the written test and/or other topics relevant to the candidate's training, thus arriving at an overall summary evaluation.

Vote	Knowledge and Understanding of the topic	Ability to analysis and synthesis	Usage of references

		Not suitable	Important shortcomig. Significant inaccuracies	Irrelevant. Frequent generalizations. Inability to synthesis	Completely inappropriate
		18-20	At the threshold level. Imperfections evident	Just enough capacity	Just appropriate
		21-23	Routine knowledge	He is able to carry out correct analyzes and synthesis. He argues logically e coherent	Use standard references
		24-26	Good knowledge	He has good analytical and synthesis skills. Arguments are voiced consistently	Use standard references
		27-29	More than good knowledge	He has remarkable capacity for analysis and synthesis	He delved into the topics
		30-30L	Excellent knowledge	He has excellent analytical and communication skills synthesis	Important insights