



International Project Week  
HOCHSCHULE NORDHAUSEN

## 25<sup>th</sup> International Project Week 2023 08<sup>th</sup> – 13<sup>th</sup> May 2023

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**University/Company:** University of Economics in Katowice

**Country:** Poland

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### **Conflicts and conflict resolution in the digital age**

#### **Content:**

Social media is a practical and useful tool in professional work, education or private life. However, due to its availability and the fact that everyone in the social media is both a sender and a receiver, social media is becoming the cause of new private, professional, political and social conflicts. That is why it is so important to understand the sources of these conflicts and the methods of their resolution.

Course objectives are:

1. To assist participants in recognizing the role of conflicts in a society in the age of social media.
2. To identify traditional and contemporary theories of conflict resolution.
3. To demonstrate fluency in the use of conflict resolution terms, frames, and concepts in conflicts in the digital age.
4. To describe the methods used to analyse conflict situations and design a resolution plan in social media and social media conflicts.

Course content:

1. Understanding contemporary conflicts
  - a. Theories and frameworks
  - b. Sources of conflict
  - c. Conflict dynamics
  - d. Types of conflict
  - e. Conflict on social media
  - f. Conflict due to social media
2. Conflict resolution: Foundations
  - a. The Theory of Conflict Resolution
  - b. History of Conflict Resolution
  - c. Practice of Conflict Resolution
3. Social media and conflicts
  - a. The drivers of conflict in the digital age
  - b. Impact of social media on conflicts
  - c. Conflicts caused by users' activity in social media
  - d. Social media analysis to support the work of peacebuilders and mediators
4. Conflict resolution practice

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- a. Role of social media in conflict resolution and peacebuilding
  - b. Digital Dispute Resolution: preventing, managing, and resolving conflict in the digital age
  - c. Social media and the management of social conflicts
5. Analysis of cases of conflicts in social media
  6. Analysis of conflicts caused by social media a. in business b. in education c. in personal lives of users

**Methods:**

Workshop with using multimedia techniques

1. Multimedia techniques will be used to present illustrative examples and theoretical problems analysed during workshop (charts, tables, fragments of source materials, photos, and film material). Students will analyse sources of conflicts and practice methods of their resolution.
2. Case studies analysis: presentation and analysis of conflicts due to social media and in social media and their resolutions.

**Competences and skills to be acquired:**

- a. analysis of the causes of conflicts in social media
- b. recognizing the dynamics of conflict development in social media
- c. use a conflict resolution style appropriate to the situation in social media
- d. developing the ability to recognize manipulations in social media
- e. development of online mediation skills
- f. development of own digital competences

**Prerequisites:**

None

**Language of instruction:**

English