

**HIGHER EDUCATION**  
**UNIVERSITY OF ECONOMICS AND LAW "KROK"**

**EDUCATIONAL AND PROFESSIONAL PROGRAM**  
**Second (master's) level of higher education**

**Mediation and conflict management**

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(full name of the educational and professional program)

<b>HIGHER EDUCATION LEVEL</b>	second
<b>FIELD OF KNOWLEDGE</b>	07 "Management and Administration"
<b>SPECIALITY</b>	073 "Management"

**CONFIRMED**

Academic Council of the University of Economics and Law "KROK"

Chairman of the Academic Council  
\_\_\_\_\_ S.M. Laptiev

(Minutes No1)

From May 30, 2024

**Kyiv – 2024**

## **PREAMBLE**

The educational and professional program "Mediation and Conflict Management" for the training of applicants for the second (master's) level of higher education – specialty 073 "Management" was developed in accordance with the requirements of the Laws of Ukraine "On Education" and "On Higher Education".

## **PREFACE**

Developed by a working group consisting of:

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**1. Profile of the educational and professional program in the specialty \_**  
**073 " Management" "Mediation and Conflict Management"**

<b>1. General information</b>	
<b>Full name of the higher education institution</b>	Higher Educational Institution "University of Economics and Law "KROK" KROK Business School
<b>Higher education degree and title of academic qualification in the original language</b>	Second (master's) degree of higher education Educational qualification - Master of Mediation and Conflict Management
<b>Official name of the educational program</b>	Mediation and conflict management
<b>Type of diploma and scope of educational program</b>	Master's degree, single, 90 credits of the ECTS, term of study 1 year 4 months.
<b>Availability of accreditation of the specialty</b>	Certificate of accreditation series NI No. 1190886, valid until July 1, 2025
<b>Cycle/Level</b>	NQF of Ukraine – level 8, FQ-EHEA – second cycle, EQF-LLL – level 7
<b>Prerequisites</b>	Bachelor's, Specialist's, Master's degree. The rest of the requirements are determined by the rules of admission to the educational and professional master's program
<b>Language of instruction</b>	Ukrainian, English
<b>Validity of the educational program</b>	July 01, 2025
<b>Internet address of permanent posting of the description of the educational program</b>	<a href="https://bs.krok.edu.ua/magistr-z-mediaciji-ta-menedzhmentu-konfliktiv/">https://bs.krok.edu.ua/magistr-z-mediaciji-ta-menedzhmentu-konfliktiv/</a>
<b>2. The purpose of the educational and professional program</b>	
Training of highly qualified mediators who have analytical and critical thinking, all the necessary knowledge and practical skills to implement an effective mediation process and alternative dispute resolution, able to act in an unstable competitive environment based on communication strategies, models and styles of mediation.	
<b>3. Characteristics of the educational program</b>	
<b>Subject area</b>	<b>07 "Management and Administration"</b> <b>073 "Management" Mediation and Conflict Management</b> Object of study: management of organizations and their divisions. Learning objectives: training of specialists capable of identifying and solving complex tasks and problems in the field of management or in the learning process, which involve research and/or innovation and are characterized by uncertainty of conditions and requirements. Theoretical content of the subject area: - paradigms, laws, patterns, -

	<p>principles, historical prerequisites for the development of management; - concepts of systemic, situational, adaptive, antisipative, anti-crisis, innovation, project management, etc.; - functions, methods, technologies and management decisions in management</p> <p>Methods, techniques and technologies: - general scientific and specific research methods (calculation and analytical, economic and statistical, economic and mathematical, expert assessment, factual, sociological, documentary, balance sheet, etc.); - methods of implementation of management functions (methods of marketing research; methods of economic diagnostics; methods of forecasting and planning; methods of designing organizational structures of management; methods of motivation; methods of control; methods of assessing social, organizational and economic efficiency in management, etc.). - management methods (administrative, economic, socio-psychological, technological); 6 - technologies for justifying managerial decisions (economic analysis, simulation modeling, decision tree, etc.). Tools and equipment: modern information and communication equipment, information systems and software products used in management.</p>
<b>Orientation of the educational program</b>	The orientation of the program is professional, applied.
<b>The main focus of the educational program and specialization</b>	General management training with a focus on mediation and conflict management
<b>Features of the program</b>	The program is designed to train specialists who are able to meet the needs of society and the business community in the provision of mediation and conflict management services
<b>4. Graduates' suitability for employment and further education</b>	
<b>Employability</b>	<p>A Master of Specialization "Mediation and Conflict Management" can hold primary positions in accordance with the professional titles of jobs according to the State Classifier of Professions DK003-2010:</p> <p>1210.1 - Heads of enterprises, institutions and organizations</p> <p>2442.2 - Specialist in conflict management and mediation in the socio-political sphere</p> <p>2442.2 - Specialist in the resolution of collective labor disputes (conflicts)</p> <p>3460 - Conflict Management Specialist (Domestic Sphere)</p> <p>1469 - Financial Intermediation Manager (Manager)</p>
<b>Further training</b>	A Master can continue his studies at the educational and scientific level of a Doctor of Philosophy and acquire additional qualifications in the adult education system, continue lifelong studies in accordance with the current legislation.
<b>5. Teaching and Assessment</b>	
<b>Teaching and learning</b>	Practice-oriented approach in the form of trainings, teamwork, individual presentations by students. The ratio of theory/practice/independent work is 30/40/30. Training is carried out by combining offline and online formats using the MOODLE Platform.
<b>Evaluation</b>	Presentations, tests, reports, practical work, project work, differentiated tests, exams. Final control – exams taking into account

	the accumulated points of current control over the rating system of assessment. Attestation is carried out in the form of public defense of the qualification master's thesis.
<b>6. Program competencies</b>	
<b>Integral competence</b>	Ability to solve complex tasks and problems in the field of management or in the learning process, which involve conducting research and/or implementing innovations under uncertain conditions and requirements
<b>General Competencies (GC)</b>	GC1. Ability to conduct research at the appropriate level. GC2. Ability to communicate with representatives of other professional groups of different levels (with experts from other fields of knowledge/types of economic activity). GC3. Skills in the use of information and communication technologies. GC4. Ability to motivate people and move towards a common goal; GC5. Ability to act on the basis of ethical considerations (motives). GC6. Ability to generate new ideas (creativity). GC7. Ability to abstract thinking, analysis and synthesis.
<b>Special (professional) competencies (SC)</b>	SC1. Ability to choose and use management concepts, methods and tools, including in accordance with defined goals and international standards; SC2. Ability to establish values, vision, mission, goals and criteria by which the organization determines further directions of development, develop and implement appropriate strategies and plans; SC3. Ability to self-development, lifelong learning and effective self-management; SC4. Ability to effectively use and develop the resources of the organization; SC5. Ability to create and organize effective communications in the management process; SC6. Ability to form leadership qualities and demonstrate them in the process of managing people; SC7. Ability to develop projects, manage them, show initiative and entrepreneurship; SC8. Ability to use psychological technologies of working with personnel. <i>Additionally for the educational and professional program</i> SC9. Ability to analyze and structure the organization's problems, make effective management decisions and ensure their implementation; SC10. Ability to manage the organization and its development.
<b>7. Program learning outcomes</b>	
	PLO 1. Critically comprehend, select and use the necessary scientific, methodological and analytical tools for management in unpredictable conditions; PLO 2. Identify problems in the organization and justify methods for solving them; PLO 3. Design effective management systems for organizations; PLO 4. Justify and manage projects, generate entrepreneurial ideas; PLO 5. Plan the activities of the organization in strategic and tactical contexts;

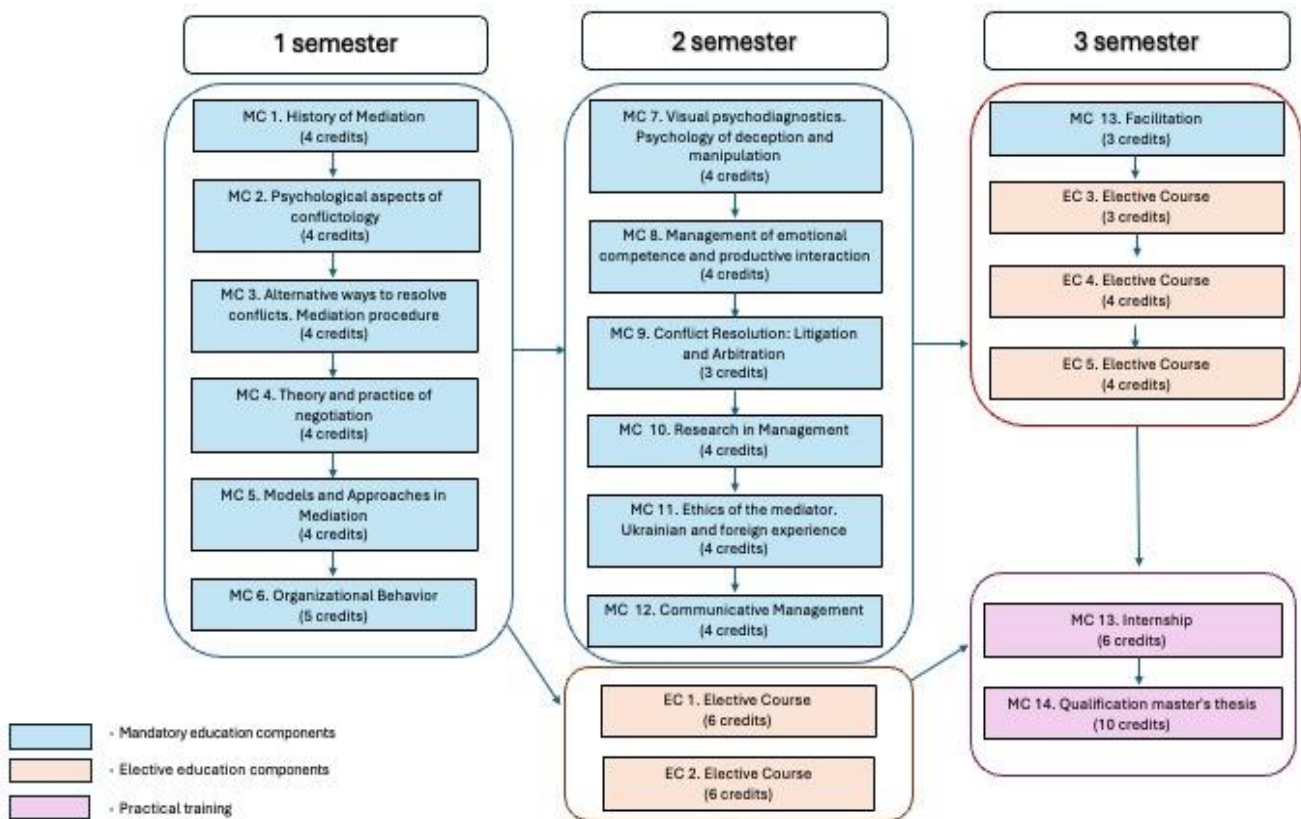
	<p>PLO 6. Have skills in making, justifying and ensuring the implementation of managerial decisions in unpredictable conditions, taking into account the requirements of current legislation, ethical considerations and social responsibility;</p> <p>PLO 7. Organize and carry out effective communications within the team, with representatives of different professional groups and in an international context;</p> <p>PLO 8. Apply specialized software and information systems to solve organizational management problems;</p> <p>PLO 9. Demonstrate communication skills in professional and scientific circles in state and foreign languages;</p> <p>PLO 10. Demonstrate leadership skills and ability to work in a team, interact with people, influence their behavior to solve professional problems;</p> <p>PLO 11. Have the skills to ensure personal professional development and plan your own time;</p> <p>PLO 12. Have the skills to delegate authority and lead an organization (unit);</p> <p>PLO13. Be able to plan and carry out informational, methodological, material, financial and personnel support of the organization (unit).</p> <p>PLO 14. Plan and conduct scientific research, demonstrate the results of scientific works and prepare them for publication.</p>
<b>8. Resource support for the implementation of the program</b>	
<b>Staffing</b>	Full-time employees of the university, leading teachers of academic scientific institutions, teachers-practitioners who meet the qualification requirements in accordance with the specialty are involved in teaching.
<b>Logistics</b>	Complies with the licensing conditions for conducting educational activities: – educational multimedia classrooms; – computer laboratories; – library, including reading room; – gyms; – dining room; – hostel; – medical center.
<b>Informational and educational support</b>	Complies with the licensing conditions for conducting educational activities. To access the educational and methodological support of disciplines, the "Moodle" platform is used.
<b>9. Academic mobility</b>	
<b>National Credit Mobility</b>	Under academic mobility programs within the framework of programs and/or agreements between KROK University and higher education institutions of Ukraine.
<b>International credit mobility</b>	<p>It is organized in accordance with interinstitutional, bilateral and multilateral agreements on international cooperation concluded by KROK University with more than 60 foreign higher education institutions; agreements on international credit mobility (including within the framework of the EU Erasmus+ program, regional and national grant programs).</p> <p>The selection of applicants for mobility programs is carried out in accordance with the Regulations on Academic Mobility, by competition. The responsible unit is the Educational and Scientific Institute of International Education.</p>
<b>Training of foreign applicants for higher education</b>	According to the rules of the Ministry of Education and Science of Ukraine and the rules of admission to KROK University.

## 2. List of components of the educational and professional program and their logical sequence

### 2.1. List of components of the EPP

N/A code	Components of the educational program (academic disciplines, course projects (works), practices, qualification work)	Number of credits	Form of final control
1	2	3	4
Mandatory disciplines of the EPP			
MC1	History of mediation	4	Passed
MC2	Psychological aspects of conflictology	4	Passed
MC3.	Alternative ways to resolve conflicts. Mediation procedure	4	Exam
MC4.	Theory and practice of negotiation	4	Passed
MC5.	Models and Approaches in Mediation	4	Exam
MC6.	Organizational behaviour	5	Passed
MC7.	Visual psychodiagnostics. Psychology of deception and manipulation	4	Exam
MC8.	Management of emotional competence and productive interaction	4	Exam
MC9.	Conflict Resolution: Litigation and Arbitration	3	Exam
MC10.	Research in Management	4	Passed
MC11.	Ethics of the mediator. Ukrainian and foreign experience	4	Exam
MC12.	Communicative Management	4	Exam
MC13.	Facilitation	3	Passed
MC4.	Internship	6	Passed
MC15.	Qualification master's thesis	10	
Total Mandatory Components 67			
Elective components of the EPP			
Elective block 1 (if available)			
EB1.1.	1. Business mediation	12	Passed
	2. Mediation in intellectual property		Passed
	3. Conflict Consulting		Passed
	4. Pre-mediation and Post-mediation		Passed
	5. Conflict Resolution: Litigation and Arbitration		Exam
Elective block 2.			
EB2.1.	1. Corporate mediation	11	Passed
	2. Labor Dispute Mediation		Passed
	3. Restorative justice		Passed
	4. Family Mediation		Passed
	5. Marketing in Mediation Practice		Exam
Total volume of elective components		23	
Total volume of the educational program		90	

## Structural and logical scheme of the EPP



1. Forms of attestation of applicants	
<b>Forms of attestation of higher education applicants</b>	Attestation of applicants for the degree of "Master" in the specialty <u>073</u> " <u>Management</u> " of the educational program "Mediation and Conflict Management" is carried out on the basis of the assessment of learning outcomes and the level of formation of competencies specified in sections 6-7 of the Educational Program and is carried out in the form of public defense of the master's final qualification work.
<b>Requirements for qualification work</b>	The structure of the final qualification work is determined by the graduate department, and the content is determined by the applicant in agreement with the supervisor. Attestation is carried out by the attestation commission, which may include representatives of employers and their associations. Attestation is carried out openly and publicly. The procedure for checking for plagiarism is determined by the university. The publication of the results of the final qualification work is carried out by posting an abstract by the applicant on the official website of KROK University.



## 2. Matrix of correspondence of program competencies to the mandatory components of the educational program

	MC1	MC2	MC3	MC4	MC5	MC6	MC7	MC8	MC9	MC10	MC11	MC12	MC13	MC14	MC15
GC1		+					+			+				+	+
GC2			+	+		+	+	+			+	+	+		
GC3		+								+				+	
GC4			+	+		+		+				+	+		
GC5				+							+				
GC6				+									+		
GC7	+	+		+	+		+		+	+					
SC1		+	+						+		+	+		+	+
SC2				+	+						+				
SC3		+				+		+		+	+		+	+	+
SC4											+	+			
SC5		+	+	+		+	+	+			+	+	+		
SC6								+			+	+	+		
SC7				+	+						+			+	+
SC8		+				+		+				+	+		
SC9	+	+	+	+	+				+	+			+	+	+
SC10					+			+			+		+	+	+

## 3. Matrix for Providing Program Learning Outcomes (PLO) with the appropriate mandatory components of the educational program

	MC1	MC2	MC3	MC4	MC5	MC6	MC7	MC8	MC9	MC10	MC11	MC12	MC13	MC14	MC15
PLO1	+	+		+		+		+				+	+		+
PLO2			+	+	+							+	+		+
PLO3		+				+								+	+
PLO4			+							+			+	+	+
PLO5		+				+			+			+	+		+
PLO6		+			+							+			
PLO7		+				+	+	+				+			
PLO8													+		
PLO9	+	+				+	+	+				+	+		
PLO10		+	+			+		+				+	+		
PLO11								+			+			+	+
PLO12		+				+		+	+		+	+	+		
PLO13			+	+									+		
PLO14			+							+				+	+