



# Satuan Acara Pengajaran

KPP80408 - Manajemen Konflik

Pengajar

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## Tujuan Perkuliahan

Apabila diberi masalah dan kasus tentang manajemen konflik, peserta didik mampu menyelesaikan masalah tersebut dengan menggunakan teori-teori dan konsep mampu mengembangkan keterampilan mengenal konflik, hakekat konflik, transisi pemikiran tentang konflik serta sumber-sumber konflik, sumber internal dan eksternal yang mendukung resolusi konflik, serta metode resolusi konflik.

## Minggu 1

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<b>Materi</b>	definisi konflik hakekat konflik Manfaat Konflik Akibat positif dan negative dari Konflik
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<b>Media</b>	LCD, Lap top, jurnal
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## Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
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- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhersip role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

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<b>Aktivitas</b>	Diskusi, ceramah
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## Minggu 2

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<b>Materi</b>	definisi konflik hakekat konflik Manfaat Konflik Akibat positif dan negative dari Konflik
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<b>Media</b>	jurnal, LCD, laptop
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## Referensi

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- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
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- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
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<b>Aktivitas</b>	ceramah, diskusi
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## Minggu 3

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<b>Materi</b>	Mengenal perbedaan karakteristik individu sebagai sumber dari konflik Teori DICS Memahami perbedaan DICS sebagai upaya resolusi konflik
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<b>Media</b>	LCD, Lap top
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- Referensi**
- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
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**Aktivitas**      Diskusi, presentasi

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#### Minggu 4

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**Materi**            Mengenal perbedaan karakteristik individu sebagai sumber dari konflik  
Teori DICS  
Memahami perbedaan DICS sebagai upaya resolusi konflik

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**Media**            laptop, LCD

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- Referensi**
- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
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- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
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**Aktivitas**      diskusi, ceramah

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## Minggu 5

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**Materi**            Mengenal konflik dan sumber konflik  
 Menjelaskan jenis-jenis konflik pada tatanan layanan pelayanan Kesehatan dan Keperawatan  
 Teknik Asertive

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**Media**            LCD, komputer

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## Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
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<b>Aktivitas</b>	diskusi
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## Minggu 6

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<b>Materi</b>	Mengenal konflik dan sumber konflik Menjelaskan jenis-jenis konflik pada tatanan layanan pelayanan Kesehatan dan Keperawatan Teknik Asertive
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<b>Media</b>	LCD, laptop
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- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
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<b>Aktivitas</b>	diskusi
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## Minggu 7

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<b>Materi</b>	UTS
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<b>Media</b>	soal, lembar jawaba
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## Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
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**Aktivitas**      UTS

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## Minggu 8

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**Materi**            Peran dan Fungsi Manajemen Keperawatan dalam mengelola Konflik  
Kemampuan Leadership dalam pengelolaan Konflik  
Kemampuan Kolaborasi dengan Tim Kesehatan Pengelolaan Konflik

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**Media**            laboratorium komputer

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**Aktivitas**      Role play, diskusi

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## Minggu 9

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**Materi**              Peran dan Fungsi Manajemen Keperawatan dalam mengelola Konflik  
Kemampuan Leadership dalam pengelolaan Konflik  
Kemampuan Kolaborasi dengan Tim Kesehatan Pengelolaan Konflik

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**Media**                LCD, laptop

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- Referensi**
- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
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**Aktivitas**      Diskusi, role play

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## Minggu 10

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**Materi**            Resolusi Konflik  
 Style Manajemen Konflik  
 pengaruh cultural, religius , ketertarikan, keyakinan dan konteks multicultural dalam mengelola konflik  
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**Media**            LCD, komputer

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<b>Aktivitas</b>	diskusi, presentasi
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## Minggu 11

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<b>Materi</b>	Pengelolaan Konflik Resolusi Konflik Style Manajemen Konflik
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<b>Media</b>	kasus, komputer
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**Referensi** Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.

Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.

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Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

**Aktivitas** diskusi, presentasi

## Minggu 12

**Materi** landasan komunikasi untuk pengelolaan konflik  
arah komunikasi  
kemampuan mendengar

**Media** laboratorium komputer

**Referensi** Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.

Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.

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Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

**Aktivitas** dinamika kelompok, diskusi

### Minggu 13

**Materi** Negosiasi  
Mediasi  
Kolaborasi dalam pengelolaan Konflik

**Media** komputer, peraga

## Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
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**Aktivitas**      dinamika kelompok

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Minggu 14

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**Materi**            Pemulihan, pemeliharaan dan pengembangan kearah perbaikan

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**Media**            komputer

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## Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
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**Aktivitas**      role play, diskusi

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## Minggu 15

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**Materi**          Telaan masalah konflik dan solusi

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**Media**

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**Referensi**

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**Aktivitas**      UAS

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## Minggu 16

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**Materi** Telaah Konflik dan solusi

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**Media**

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**Referensi**

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**Aktivitas** Presentasi, diskusi

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