

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE  
WEST UKRAINIAN NATIONAL UNIVERSITY  
LAW FACULTY



Approved  
T. A. Dean of the Faculty of Law  
Nadia MOSKALYUK  
2023



Approved  
A vice-rector for scientific and pedagogical work  
Victor OSTROVERKHOV  
2023

Work program  
discipline

«International crisis communications and international conflicts»

Higher education degree - bachelor  
Field of knowledge - 29 International relations  
Specialty - 293 International law  
Educational and professional program – «International law»

Department of International Law and Migration Policy

Form of study	Study year	Semester	Lectures	Practical classes	Individual work	Training, CPIT	Student-self study	Total	Exam/Credit
Full-time	2	3	28	14	3	6	99	150	Credit

21.08.2023  
*[Signature]*

Ternopil – WUNU, 2023

The work program was prepared by professor of the Department of International Law and Migration Policy, Sc.D., prof. Kostyantyn FLISSAK.

The work program was considered and approved at the meeting of the Department of International Law and Migration Policy, Protocol No. 1 dated August 29, 2023.

Head of Department



Yaryna ZHUKORSKA

Considered and approved by the Support group of specialty 293 International law, Protocol No. 1 dated August 31, 2023.

Head of the SGS



Yaryna ZHUKORSKA

Guarantor of EP



Liudmyla SAVANETS

## 1. DESCRIPTION OF THE DISCIPLINE «INTERNATIONAL CRISIS COMMUNICATIONS AND INTERNATIONAL CONFLICTS»

Discipline – International crisis communications and international conflicts»	Field of knowledge, specialty, educational and professional program, higher education degree	Characteristics of the educational discipline
Number of credits ECTS – 5	Field of knowledge - 29 International relations	Discipline status: selective Language of study: English
The number of credit modules – 3	Specialty – 293 International law	Year of study - 2 Semester – 3
Number of content modules – 2	Educational and Professional Program - International Law	Lectures – 28 hours. Practical classes – 14 hours.
Total hours – 150	Higher education degree – bachelor	Student-self study – 99 hours, Training, CPIT – 6 hours. Individual work – 3 hours.
Weekly hours – 11 hours, including 3 hours of classroom hours		Type of final control – credit

## 2. PURPOSE AND OBJECTIVES OF THE DISCIPLINE «INTERNATIONAL CRISIS COMMUNICATIONS AND INTERNATIONAL CONFLICTS»

### 2.1. Purpose of studying the discipline «International crisis communications and international conflicts»

The purpose of the discipline "International crisis communications and international conflicts" is to form the necessary competencies in the fields of international law, international relations, foreign policy of states and social communications, aimed at understanding the theory and practice of international conflicts and the specifics of implementing anti-crisis communication measures at the international level.

### 2.2. Tasks of studying the discipline

Tasks of studying the discipline are to form students' holistic system of knowledge about the nature of international conflicts and institutional and legal mechanisms for ensuring their settlement. As a result of studying the discipline, students should learn the nature of international conflicts, the main theoretical concepts and models of communication at the international level in the context of the formation and development of conflict situations, theoretical foundations and modern search for ways to resolve contradictions at the bilateral and multilateral levels, mechanisms for ensuring peace and security through the use of negotiation tools, the place and role of diplomacy in the global security system. Students should demonstrate in-depth knowledge of the problems of international conflictology, approaches, methods and mechanisms of institutional and legal support for the settlement of existing and Prevention of new conflicts in the International Space and in the foreign policy of states; be able to identify and predict political, diplomatic, security, legal and other risks in the field of international relations and global development, analyse their impact on international relations.

All this together will contribute to the effective preparation of students for independent, creative, research and professional activities.

As a result of studying the academic discipline, the student should

#### **know:**

- the content and essence of the concept of international conflict;
- the theoretical foundations of organizing the international negotiation process;

- the methodological nature of business communication and its psychological context;
- the impact of diplomatic protocol and etiquette on the process of communication at the international level and on the management of international conflicts;
- the theory and practice of conducting negotiations with representatives of various states and cultural and civilizational blocs;
- the specifics of organizing official correspondence;
- the place of conflictology in human life;
- modern forms, techniques and methods of conflict prevention and resolution.

**be able:**

- to organize the international negotiation process;
- to use diplomatic protocol and etiquette in the process of communication at the international level for resolving of international conflicts;
- to conduct negotiations with representatives of various states and cultural and civilizational blocs;
- to use official correspondence for obtaining own goals.

### **3. PROGRAM OF EDUCATIONAL DISCIPLINE «INTERNATIONAL CRISIS COMMUNICATIONS AND INTERNATIONAL CONFLICTS»**

#### **Content module 1. Theory of international conflicts, crisis communications and the negotiation process.**

##### **Topic 1. The concept and phenomenon of international conflict.**

Prerequisites for conflictological ideas. The problem of power pressure in religious teachings: Christianity, Islam, Buddhism and Hinduism.

The problem of conflict in modern science. Social Darwinism, Marx theory of conflict, functional theory of conflict, structural functionalism, theory of "positive-functional conflict", conflict model of society. Political science theories of conflict.

Meaning, subject, and tasks of conflictology.

The problem of scientific definition of an international conflict. Conflict structure. Conflict functions. Phases of international conflict.

##### **Topic 2. Negotiation process as an instrument of international crisis communications.**

Negotiation theory. The place of the negotiation process in resolving crisis situations in modern international relations. International negotiations in politics and business. Image of an effective negotiator: concepts and solutions. Personal negotiation style: the problem of identification.

Preparation for negotiations. Choosing a negotiation strategy and tactics.

Conducting international negotiations. Conclusion of contracts, agreements, and contracts.

The main stages of negotiations.

Typical mistakes in organizing and conducting negotiations.

The essence and classification of business negotiations. Strategies for interaction with negotiation partners. Algorithm for conducting business negotiations. Negotiation methods.

##### **Topic 3. Psychology of business communication.**

Characteristics of the business psychological climate. Features of behaviour with interlocutors of various psychological types. Psychology of nonverbal behaviour.

##### **Topic 4. Diplomatic protocol and etiquette in ensuring international negotiations.**

The concept of diplomatic protocol, ceremonial and etiquette. Sources of rules and regulations of diplomatic protocol.

Diplomatic corps. Seniority in the diplomatic corps. Relations of diplomatic missions with foreign policy and foreign economic departments and government agencies of the host country. Diplomatic privileges and immunities.

Diplomatic visits. Protocol visits. Recording a conversation. Etiquette of diplomatic conversation.

Protocol and etiquette of diplomatic receptions. Types of diplomatic receptions and their protocol characteristics. Protocol aspects of conducting diplomatic receptions.

The place and significance of visits in international relations and diplomacy. Classification of visits. Preparing visits. Programs of visits. Protocol and ceremonial issues of reception of foreign delegations.

Norms of diplomatic etiquette as a component of the image of a diplomat, politician, or business person. Appearance. Phone conversation etiquette. Rules of greetings, representations, and recommendations according to the norms of diplomatic etiquette.

#### **Topic 5. National features of conducting negotiations with foreign partners.**

International negotiations as an instrument of diplomacy, their content and classification.

Planning and preparation for negotiations and their information support. Sources of information and work with informational materials.

Technology of negotiations in diplomacy. Documentation of negotiations and registration of their results.

Features of conducting business negotiations with representatives of Western countries (USA, Great Britain, France, Germany, Italy, Spain).

Features of conducting business negotiations with representatives of Eastern countries (Japan, Korea, China).

Features of conducting business negotiations with representatives of the post-Soviet countries.

National specifics of organizing business receptions.

#### **Topic 6. Official correspondence.**

Classification of letters and their characteristics. Generally accepted rules for writing business letters. Ethics of business correspondence.

### **Content module 2. Conflicts in human life: their levels and solutions.**

#### **Topic 7. Methods of conflict research.**

Methodological basics of conflictology.

Psychological methods in conflictology.

Modular sociotest as a method of diagnosing relationships in a group.

Situational method for studying conflicts.

Research of intergroup conflicts.

#### **Topic 8. Conflictology in human life.**

Conflict as a type of difficult situations in a person's life.

Classification of conflicts. Causes of conflicts.

Conflict structure. Conflict functions. Dynamics of conflicts and their information analysis.

#### **Topic 9. Intrapersonal conflicts.**

The nature of intrapersonal conflicts. The course of intrapersonal conflicts. Managing internal conflicts.

#### **Topic 10. Conflicts in various spheres of human interaction.**

"Director - subordinate" conflicts. Intergroup conflicts. Inter-state conflicts.

#### **Topic 11. International political conflict.**

Features of international political conflict. Political conflicts: the main signs. International political conflict: ways to overcome and consequences.

Ethnic and national conflicts as a form of international conflict. Prerequisites for the formation of ethno-national conflicts.

Classification of ethno-national conflicts. Basic methods of resolving ethnic and national conflicts. Forms of manifestation of ethno-national conflicts. Features of ethnic and national conflicts in different countries.

**Topic 12. Conflict prevention and resolution.**

Conflict forecasting and prevention.

Conflict prevention technology.

Performance evaluation and conflict prevention.

Constructive conflict resolution.

Mediation and conflict management.

Negotiations to resolve the conflict.

**4. STRUCTURE OF THE CREDIT IN THE DISCIPLINE «INTERNATIONAL CRISIS COMMUNICATIONS AND INTERNATIONAL CONFLICTS»**

№	Topics	Hours					Control measures
		Lectures	Practical classes	Self study	Individual study	Training, CPIT	
<b>Content module 1. Theory of international conflicts, crisis communications and the negotiation process.</b>							
1	Topic 1. The concept and phenomenon of international conflict.	2	1	8	1	3	Current student survey
2	Topic 2. Negotiation process as an instrument of international crisis communications	2	1	8			Current student survey
3	Topic 3. Psychology of business communication.	2	2	8			Current student survey
4	Topic 4. Diplomatic protocol and etiquette in ensuring international negotiations.	4	2	8			Current student survey
5	Topic 5. National features of conducting negotiations with foreign partners.	4	1	8			Current student survey
6	Topic 6. Official correspondence.	2	1	8			Current student survey
<b>Content module 2. Conflicts in human life: their levels and solutions.</b>							
7	Topic 7. Methods of conflict research.	2	1	8	2	3	Current student survey
8	Topic 8. Conflictology in human life.	2	1	8			Current student survey
9	Topic 9. Intrapersonal conflicts.	2	1	8			Current student survey
10	Topic 10. Conflicts in various spheres of human interaction.	2	1	9			Current student survey
11	Topic 11. International	2	1	9			Current

	political conflict.						student survey
12	Topic 12. Conflict prevention and resolution.	2	1	9			Current student survey
	<b>Total</b>	28	14	99	3	6	

### 5. Topics of practical classes in the discipline «International crisis communications and international conflicts»

Practical classes are aimed at deepening students' theoretical knowledge and acquiring the necessary practical skills for solving specific practical situations, working with regulatory acts and their application.

Preparation for practical classes consists in the study of theoretical material, current legislation, and familiarization with special scientific literature on the subject of the class. In order to check the level of assimilation of the material, it is necessary to answer control questions and complete practical tasks.

An important form of deepening knowledge of private international law is the preparation of abstract reports by students on problematic issues of the course, their listening and discussion in classes.

The working program of studying the course "International crisis communications and international conflicts" provides for practical classes in the amount of 28 hours.

#### Content module 1. Theory of international conflicts, crisis communications and the negotiation process.

##### Practical class № 1

**Topic.** The concept and phenomenon of international conflict.

*Purpose:* To assimilate the content and essence of the concept of international conflict, to determine the need to study the discipline "International crisis communications and international conflicts" and its role in the formation of a specialist in the field of international relations.

##### Questions for discussion:

1. Prerequisites for conflictological ideas.
2. The problem of power pressure in religious teachings: Christianity, Islam, Buddhism and Hinduism.
3. The problem of conflict in modern science.
4. The problem of scientific definition of an international conflict.

**Topic.** Negotiation process as an instrument of international crisis communications.

*Purpose:* To get acquainted with the theoretical foundations of organizing the international negotiation process.

##### Questions for discussion:

1. Negotiation theory.
2. International negotiations in politics and business.
3. Image of an effective negotiator: concepts and solutions.
4. Personal negotiation style: the problem of identification.

##### Practical class № 2

**Topic.** Psychology of business communication.

*Purpose:* to find out the methodological nature of business communication and its psychological context.

##### Questions for discussion:

1. Characteristics of the business psychological climate.
2. Features of behaviour with interlocutors of various psychological types.
3. Psychology of nonverbal behaviour.

### **Practical class № 3**

**Topic.** Diplomatic protocol and etiquette in ensuring international negotiations.

*Purpose:* to investigate the impact of diplomatic protocol and etiquette on the process of communication at the international level and on the management of international conflicts.

#### **Questions for discussion:**

1. The concept of diplomatic protocol, ceremonial and etiquette. Sources of rules and regulations of diplomatic protocol.
2. Diplomatic corps. Seniority in the diplomatic corps.
3. Diplomatic privileges and immunities.
4. Diplomatic visits. Protocol visits. Recording a conversation. Etiquette of diplomatic conversation.
5. Protocol and etiquette of diplomatic receptions. Types of diplomatic receptions and their protocol characteristics.
6. Preparing visits. Programs of visits. Protocol and ceremonial issues of reception of foreign delegations.
7. Norms of diplomatic etiquette as a component of the image of a diplomat, politician, or business person. Appearance.
8. Phone conversation etiquette. Rules of greetings, representations, and recommendations according to the norms of diplomatic etiquette.

### **Practical class № 4**

**Topic.** National features of conducting negotiations with foreign partners.

*Purpose:* To study the theory and practice of conducting negotiations with representatives of various states and cultural and civilizational blocs.

#### **Questions for discussion:**

1. International negotiations as an instrument of diplomacy, their content and classification.
2. Planning and preparation for negotiations and their information support.
3. Sources of information and work with informational materials.
4. Technology of negotiations in diplomacy.
5. Documentation of negotiations and registration of their results.
6. Features of conducting business negotiations with representatives of Western countries (USA, Great Britain, France, Germany, Italy, Spain).
7. Features of conducting business negotiations with representatives of Eastern countries (Japan, Korea, China).
8. Features of conducting business negotiations with representatives of the post-Soviet countries.

**Topic.** Official correspondence.

*Purpose:* to investigate the specifics of organizing official correspondence.

#### **Questions for discussion:**

1. Classification of letters and their characteristics.
2. Generally accepted rules for writing business letters.
3. Ethics of business correspondence.

### **Content module 2. Conflicts in human life: their levels and solutions.**

### **Practical class № 5**

**Topic.** Methods of conflict research.

*Purpose:* To acquire theoretical knowledge and practical skills in conflict research.

#### **Questions for discussion:**

1. Methodological basics of conflictology.
2. Psychological methods in conflictology.
3. Modular sociotest as a method of diagnosing relationships in a group.
4. Situational method for studying conflicts.



5. Research of intergroup conflicts.

**Topic.** Conflictology in human life.

*Purpose:* to research of the place of conflictology in human life.

**Questions for discussion:**

1. Conflict as a type of difficult situations in a person's life.
2. Classification of conflicts. Causes of conflicts.
3. Conflict structure. Conflict functions. Dynamics of conflicts and their information analysis.

#### **Practical class № 6**

**Topic.** Intrapersonal conflicts.

*Purpose:* to research of the phenomenon of intrapersonal conflicts and the practice of their management.

**Questions for discussion:**

1. The nature of intrapersonal conflicts.
2. The course of intrapersonal conflicts.
3. Managing internal conflicts.

**Topic.** Conflicts in various spheres of human interaction.

*Purpose:* to investigate the role and place of conflicts in various spheres of human interaction.

**Questions for discussion:**

1. "Director - subordinate" conflicts.
2. Intergroup conflicts.
3. Inter-state conflicts.

#### **Practical class № 7**

**Topic.** International political conflict.

*Purpose:* to investigate and assimilate the theoretical aspects of international crisis communications in the settlement of international political conflicts.

**Questions for discussion:**

1. Features of international political conflict.
2. Ethnic and national conflicts as a form of international conflict.
3. Classification of ethno-national conflicts.

**Topic.** Conflict prevention and resolution.

*Purpose:* To study modern forms, techniques and methods of conflict prevention and resolution.

**Questions for discussion:**

1. Conflict forecasting and prevention.
2. Conflict prevention technology.
3. Performance evaluation and conflict prevention.
4. Constructive conflict resolution.
5. Mediation and conflict management.
6. Negotiations to resolve the conflict.

### **6. Complex practical individual task**

Complex practical individual task (CPIT) in the discipline «International crisis communications and international conflicts» provides for the implementation of various forms of individual work by students and the formation of an individual student portfolio, including:

- abstract presentation of the material with a presentation on one of the topics of independent work;
- preparation of a thematic crossword puzzle or test in the discipline;

- presentations at student conferences and round tables;
- writing abstracts on course topics and problems;
- development of one of the topics of the practical lesson;
- drawing up an explanatory dictionary for the course, etc.

The type of CPIT is agreed with each student separately.  
CPIT topics are also agreed upon individually.

Topics for theoretical tasks of a complex practical individual task:

1. Typology and classification of legal conflicts.
2. Mechanisms of legal conflict.
3. Theory and practice of resolving legal conflicts.
4. Legal means of conflict prevention.
5. Evolution of conflictological views.
6. Classics of sociology on conflicts (O. Comte, G. Spencer, K. Marx, E. Durkheim).
7. Psychoanalytic concept of social conflict.
8. Formation and development of conflictology in Ukraine. (*notice: You can pick another state instead Ukraine*)
9. Methodology, methods and techniques of conflictology.
10. Definition of conflict: analysis of historical prerequisites and modern concepts.
11. Conflict diagnostics: conceptual approaches.
12. "Conflict forecasting" and "conflict prevention": achievements and prospects.
13. Analysis of conflict management methodology, methods and techniques: domestic and foreign experience.
14. The role of the director in conflict management.
15. Negotiations as a universal way to resolve conflicts: domestic and foreign experience.
16. Social conflict, its features.
17. Psychological stress, its role in the conflict.
18. Social tension and basic methods of its regulation.
19. The essence of manipulative behaviour.
20. The relationship between conflict situations and stressful states.
21. Compromise as a method of conflict resolution.
22. Direct dialogue when resolving a conflict.
23. Power and conflict in the organization. Conflict prevention in the organization.
24. Conflicts in the formation of teams.
25. The nature of human aggressiveness.
26. Rules of conflict-free behaviour.
27. Managing personal behavior to prevent conflicts.
28. Stress management. Techniques for getting out of a state of stress.
29. Psychological characteristics of the individual that affect the occurrence of conflicts.
30. Features and types of political conflicts.
31. Conflicts in the public administration system.
32. Features of the negotiation process at different stages of the conflict.
33. Formalization of the negotiation process and evaluation of its results.
34. American national negotiation style.
35. French national negotiation style.

36. English national negotiation style.
37. Features of the German negotiation culture.
38. Features of the Italian negotiation culture.
39. Chinese national negotiation style.
40. Japanese national negotiation style.
41. Arab national style of negotiation.
42. Interaction of verbal and nonverbal means of transmitting information.
43. Protocol aspects of conducting diplomatic receptions.
44. International experience in organizing protocol services.
45. Protocol activities of a diplomatic mission.
46. Assessment of risks that may affect the course of negotiations and their results.
47. Formulation of preferences for conducting negotiations.
48. The interests of the opposite party and the interests and positions of third parties, their consideration in the process of diplomatic negotiations.
49. Features of translation during negotiations and taking into account the language factor.

#### **7. STUDENT-SELF STUDY ON THE DISCIPLINE «INTERNATIONAL CRISIS COMMUNICATIONS AND INTERNATIONAL CONFLICTS»**

Student-self-study is the main way for students to learn educational material outside of classroom time without the participation of a teacher. The scope and content of independent work is determined by the work program and work plan within the established amount of hours from the academic discipline, methodical instructions of the teacher. The student's independent work is provided by a system of educational and methodological tools: notes of the teacher's lectures, textbooks, educational and methodical guides, monographic literature and periodicals, as well as self-monitoring tools (tests, situational tasks). Students have the opportunity to study the educational material independently in the library, classrooms and computer classrooms using the Internet, as well as at home (when receiving the appropriate package of educational and methodological literature).

<b>№</b>	<b>Topics</b>
1.	The concept and phenomenon of international conflict.
2.	Negotiation process as an instrument of international crisis communications.
3.	Psychology of business communication.
4.	Diplomatic protocol and etiquette in ensuring international negotiations.
5.	National features of conducting negotiations with foreign partners.
6.	Official correspondence.
7.	Methods of conflict research.
8.	Conflictology in human life.
9.	Intrapersonal conflicts.
10.	Conflicts in various spheres of human interaction.
11.	International political conflict.
12.	Conflict prevention and resolution.

#### **8. TRAINING ON THE DISCIPLINE «INTERNATIONAL CRISIS COMMUNICATIONS AND INTERNATIONAL CONFLICTS»**

Training in the discipline «International crisis communications and international conflicts» is conducted during the academic week, contains a combination of independent work of students and classroom work under the guidance of a teacher and is based on the topic of independent work and materials of complex practical individual tasks.

### **Training procedure**

1. The introductory part is conducted in order to familiarize students with the topic of the training class.
2. The organizational part consists in creating a working mood in the team of students, determining the rules for conducting a training class. It is possible to have handouts in the form of tables, document forms.
3. The practical part is implemented by performing tasks in groups of students on certain problematic issues of the topic of the training session.
4. Summing up. The results of completed tasks are discussed in groups. Exchange of opinions on the issues raised at the training sessions.

### **9. ASSESSMENT TOOLS AND METHODS OF DEMONSTRATING LEARNING RESULTS**

In the process of studying the discipline «International crisis communications and international conflicts», the following assessment tools and methods for demonstrating learning results are used:

- standardized tests;
- current questioning;
- testing and surveys;
- research papers, essays;
- presentations of the results of completed tasks and research;
- evaluation of CPIT results;
- student presentations and performances at scientific events;
- control work;
- other types of individual and group tasks.

### **10. CRITERIA AND FORMS OF CURRENT AND FINAL CONTROL**

The final score (on a 100-point scale) in the discipline «International crisis communications as a weighted average value, depending on the specific weight of each credit component:

Credit module 1	Credit module 2	Credit module 3	Total
30	40	30	100
1. Verbal survey during classes (6 topics with 5 points – 30 points) 2. Written work – 70 points	1. Verbal survey during classes (6 topics with 5 points – 30 points) 2. Written work – 70 points	1. Writing and presentation of CPIT – 80 points 2. Completing tasks during the training – 20 points	

#### **Rating scale:**

According to the scale of the University	On a national scale	According to the ECTS scale
90-100	excellent	A (excellent)
85-89	good	B (very good)
75-84		C (good)
65-74	enough	D (satisfactory)
60-64		E (enough)
35-59	unsatisfactory	FX (unsatisfactory with possibility of reassembly)
1-34		F (unsatisfactory with mandatory repeat course)

## 11. TOOLS, EQUIPMENT AND SOFTWARE USED BY THE COURSE

<b>№</b>	<b>Description</b>	<b>Topic number</b>
<b>1.</b>	Flipchart	Topics 1-12
<b>2.</b>	Laptop	Topics 1-12
<b>3.</b>	Projector	Topics 1-12
<b>4.</b>	Set of presentation materials	Topics 1-12

## RECOMMENDED SOURCES OF INFORMATION

1. Berridge, G.R., James A. Dictionary of Diplomacy: Second Edition. – Palgrave Macmillan, 2003. – 296 p.
2. Dresser Norine Multicultural Manners: Essential Rules of Etiquette for the 21st Century. 2015, 304 p.
3. Feltham R.G. Diplomatic handbook. 2016, 220 p.
4. K.Flissak, M.Yankiv, A.R.Kozłowski Leksykon dyplomacji gospodarczej. Warszawa: CeDeWu, 2021 – 182 s.
5. Galluccio Mauro (eds.) Handbook of International Negotiation: Interpersonal, Intercultural, and Diplomatic. 2015, 468 p.
6. Hartley Florence The Ladies' Book of Etiquette. 2014, 322 p.
7. Jiali Zhou, Guobin Zhang A Study of Diplomatic Protocol and Etiquette: From Theory to Practice Springer Nature Singapore, 2022. – 281 p.
8. MacPherson Charles The Pocket Butler: A Compact Guide to Modern Manners, Business Etiquette and Everyday Entertaining. 2015, 93 p.
9. Mary Mel French & Tom Kean United States Protocol: The Guide to Official Diplomatic Etiquette. 2020, 469 p.
10. Post Peggy Emily Post's Etiquette: The Definitive Guide to Manners, Completely Revised and Updated. 2014, 1758 p.
11. Smith & Jodi R R The complete etiquette book: a complete guide to modern manners. 2021, 437 p.