

MGMT 312 Negotiations and Conflict Management

This course explores conflict as a management issue in business organizations and also explores techniques and methods for reaching effective agreements. The course employs case studies, role-playing and other experiential learning tools to develop analytical problem-solving abilities and enhance conflict resolution skills. *(Prerequisite: MGMT 101)*

Course Learning Outcomes:

By the end of the course, students will be able to:

1. Demonstrate an integrative understanding of the theoretical understanding of managing conflict and negotiation in the professional work environment.
2. Apply analytical and theoretical frameworks to conflict and negotiation management.
3. Analyze major developments and challenges in managing conflict and negotiations in organizations.
4. Compare differences and be able to offer solutions/suggestions in communications for resolving conflicts and negotiations.
5. Communicate effectively in oral and written forms about conflict/negotiation management using appropriate concepts, logic and rhetorical conventions.
6. Interact with team members within a problem-based learning structure to effectively coordinate and communicate project and case study outcomes.

Text Book & Course Materials:

- *Butt, N. (2012). BD Singh, Managing Conflict and Negotiation. Journal of Services Research, 12(1).*
- *Fisher, Roger, Ury, William L., Patton, Bruce (editor) (1991) Getting to Yes; Negotiating Agreement without Giving in. Second Edition, Penguin Books*

Course Content:

1. Concept and Importance of Conflict
2. Nature of Conflict
3. Sources of Conflict
4. Process and Dynamic of Conflict
5. Classification of Conflict
6. Strategy and Management of Conflict
7. Managing Negotiation
8. Role of Communication
9. Role of Influencing Style of Communication
10. Cross Cultural Dimension of Negotiation
11. Ethics and Negotiation
12. Negotiation Agreement