

MGMT 312 Negotiation and Conflict Management

This course explores conflict as a management issue in business organizations and explores techniques and methods for reaching effective agreements. The course employs a range of approaches, such as case studies, role playing, and other experiential learning tools to develop analytical problem-solving abilities and enhance conflict management skills. (*Prerequisite: MGMT 101, minimum 60 credits*) (3 credits)

Course Learning Outcomes:

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

1. Demonstrate advanced knowledge and understanding of core concepts and theories relating to negotiation and conflict management in organizations.
2. Apply key concepts and theoretical frameworks to negotiation and conflict management contexts.
3. Analyze major developments and challenges relating to conflict and negotiation contexts.
4. Evaluate different perspectives to offer solutions or suggestions for negotiation and conflict resolution.
5. Demonstrate effective communication skills in oral and/or written forms to convey information relating to conflict and negotiation.
6. Demonstrate an ability to work effectively individually and/or with classmates to critically analyze and assess conflict and negotiation contexts.

Textbook & Course Materials:

- Singh, B.D. (2016). *Managing Conflict and Negotiation*, Excel Books.

Course Content:

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