

MBG5 044**Conflict Resolutions and Negotiations**

Course Code	MBG5 044	Semester	III
Course Title	Conflict Resolutions and Negotiations		
Credits	3	Type	Elective

This is an employability based course focusing on conflict resolution, negotiation and team-building skills

Course Description

To examine the factors and issues that influence group performance and group effectiveness, to identify causes of intra-group and intergroup conflict and ways and means of resolving the conflict and to cultivate skills for group decision-making and teambuilding.

Course Outcome

By the end of the course, students are expected to be able to:

1. Knowledge gained:
 - Have an understanding of various sources of conflicts and find ways to resolve them in real life.
 - Understand the concept of stress and how to manage it in an organization.
2. Skill gained:
 - Equip with stress management, conflict assessment and resolution skills.
3. Competency gained:
 - Understand the importance of global culture and use it to reduce multicultural conflicts
 - Develop better interrelationships within and outside the organization

Course Structure

The following is a detailed syllabus.

Module I : Stress & Conflict: (6 hours)

Module Description: Meaning & causes of stress, types of conflicts (intra individual & interactive), coping strategies for stress & conflict; negotiation skills.

Module II : Industrial Conflicts/Disputes (6 hours)

Module Description: Meaning, essentials, classification, recognition of disputes, impact of industrial disputes, factors of industrial disputes/conflicts, Strikes-forms, prevention of strikes, lock-outs, gheraos, Ways to achieve industrial peace, Code of discipline in industry.

Module III : Identification of Stress (6 hours)

Module Description: Verbal and Non-verbal Indicators of Stress, Assessment of Stress, Stress and Management of Change, Stress and Conflict.

Module IV : Group Conflict (6 hours)

Module Description: Sources of Conflict in Groups – Conflict process – Coalitions – conflict resolution; Conflict between groups – sources – resolving intergroup conflict.

Module V:

(6 hours)

Module Description: Cross cultural decision making, staffing, expatriation and repatriation; communication and cooperation in an international team, Managing culturally appropriate leadership style, Designing result oriented motivational tools, Intercultural negotiation and conflicts management.

Testing & Evaluation (if any)

- Assignments
- Case analysis/ Problems
- Seminar/Project
- Discussions/ Group activity
- Internal Assessment

References

1. Fred Luthans, (2010)Organizational Behavior, McGraw-Hill Education
2. Owen, W.V. and Finston, H.V. (1954), Industrial Relations: Management, Labour and Society, Appleton Century Crafts, New York.
3. Ratna Sen, (2003), Industrial Relations In India : Shifting Paradigms, Macmillan Publishers India
4. Jerrold Greenberg, (2012), Comprehensive Stress Management, 13th Edition, McGraw-Hill Education
5. Valerie J Sutherland, Cary L Cooper, (2003), Strategic stress management: an organizational, Palgrave