

CONFLICT AND NEGOTIATION MANAGEMENT

Subject Code	: 14MBA HR306	IA Marks	: 50
No. of Lecture Hours / Week	: 04	Exam Hours	: 03
Total Number of Lecture Hours	: 56	Exam Marks	: 100
Practical Component	: 01 Hour / Week		

Objectives:

1. To understand the nature of various dimensions of conflict
2. To learn various strategies and techniques to manage conflicts
3. To understand the importance and role of negotiation in conflict resolution
4. To understand the importance of cross-cultural and gender dimensions of negotiation

Module 1: (8 Hours)

Managing Conflicts: Concept and importance of conflict: introduction and concept of conflict, Network of relations and conflicts: elaboration of the network model; four-Tension Balance in structure and culture; inter-group behaviour.

Module 2: (8 Hours)

Nature & Sources of conflicts: Features and perceptions of conflicts, Functional and dysfunctional aspects of conflicts, Levels of conflict, Conflict continuum, Power continuum, Causes of conflicts, Structural Factors; Personal Factors; Stages in Conflict

Module 3: (6 Hours)

Processes and Dynamics of Conflict: Process of Conflict, Types of Conflict, Dynamics of Conflict

Module 4: (6 Hours)

Strategy and Management of Conflict: Interpersonal Conflict Resolutions, Management of Conflict, Styles of Conflict Management

Module 5: (8 Hours)

Managing Negotiation: Understanding Negotiation, Strategies and Tactics of Negotiation: Distributive Negotiation; Integrative Negotiation; Negotiation Types, Negotiating Processes: Preparation; Invitation to Negotiation; Presentation; Bargaining, Negotiation Process, Third Party Intervention- Litigation/Conciliation/ Arbitration: Resolution Alternative to Courts; Advantage of ADR; Ways to Keep Disputes Out of Court; the ADR Mindset

Module 6: (6 Hours)

International and Cross Cultural Negotiation: What makes International Negotiation Different?, Culturally responsive negotiation strategies, Managing negotiation impasses

Module 7: (6 Hours)

Study and analysis of relevant Cases

Practical Components

- Survey the conflict resolution techniques adopted by individuals based on individual personality types.
- Dividing students into groups and give a scenario to negotiate and reach conclusion.
- Reading: 8 Habits of Highly Effective People; apply the concepts to understand how people approach negotiation through different mind – sets.
- Conduct Role Plays for different scenarios.
- Solve various case studies dealing with conflict between teams and organizations.
- Ask students to identify three unconscious factors that may affect their negotiation effectiveness and ask them to explain why or how that phenomenon may occur.
- Management games like two dollar game, cross the line games can be played in the class to develop negotiation skills among the students.

Reference:

1. Lewicki, Roy. J et al: Negotiation (5th Edition), McGraw Hill Education (India) Pvt. Ltd., New Delhi, 2013
2. Singh, B.D., Managing Conflict and negotiation, Excel BOOKS, New Delhi, 2008