

CONFLICT MANAGEMENT HRM724

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Peace is not the absence of conflict but the ability to cope with it.

INTRODUCTION

In this course you will learn about the process of understanding the interpersonal conflicts and selecting appropriate tactics and processes to address them. It involves implementing strategies to limit the negative aspects of conflict and to increase the positive aspects with the aim to enhance learning and positive organizational outcomes. This course is based on research approach to enlighten research/analytical skills in you – the young scholars. Student will acquire knowledge regarding how parties to the conflict must acknowledge each other's perspective, and assume an attitude of cooperation and participation in the management process. This course provides rigorous and explicit definitions for the variety of interpersonal conflict and the persons involved in conflict and it will conceptually describe the major forms of dispute resolution.

This subject is divided into three different modules in which you will learn about conflict, its types, and role of different factors in causing and handling conflictive situation. By the end of the course you will be able to learn about different ADR strategies and their applications in different conflictive situations accordingly. It will be very productive and helpful for the students who want to precede their career as a manager, consultant or as scholar. This course will enable you to comprehend the critical situations at workplace and exploring the causes along with suggesting appropriate solutions.

This course demands your time and effort. As adult learner, I expect from my students to suggest ways to meet course objectives. Suggestion may also include the material you want to learn in this course. Your continuous feedback is very important to meet the objectives of this course.

The methodology of this course demands extensive reading (related material will be provided by instructor), attending Skype/team viewer sessions on regular basis and attempting graded as well as non-graded assignments so that you can be better prepared for upcoming assessments i.e. midterm and final term exams. Teamwork and regular sessions with peer is highly recommended in this course.

Quick Guide

Effort Required: 3 hours/week

Instructional Content: Video lectures, Recommended Book, Module packs, lecture notes, case studies or any other material recommended by student or course mentor

Instructional Mode: Online

Instructional tool: Skype, Team Viewer or any other suitable medium

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OBJECTIVES OF THE COURSE

On successful completion of this course you will be able to:

- i. Enable students to understand the nature of conflict and its functional and dysfunctional purpose
- ii. To help student to demonstrate proficiency and fluidity in use of the various strategies and techniques to manage conflicts
- iii. To helpful for student to accurately describe the differences in approaches usage and assess the appropriateness of their applications in various settings
- iv. To engender the ability to consistently articulate rationale for applying a particular tool at a given stage in the conflict engagement and resolving process
- v. To enable students to understand a research paper by grasping literature review, its theoretical models and relevancy and validity of research conclusions.

What do we expect?

- Continuous feed back
- Clearly communicating expectations from course
- Regular interaction with course mentor
- Regularly attending live sessions on Skype or TeamViewer
- Constructive participation in sessions
- Regularly attempting self-assessments

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COURSE OUTLINE:

OBJECTIVE	MODULE PACK	TOPIC TITLE	RELEVANT LECTURE	READING MATERIAL
To understand the terms, functional and dysfunctional conflict, conflict types and diagnosis	Module pack 1	<ul style="list-style-type: none"> • Introduction to Conflict • Dispute Resolution Preconceptions about Conflict • Conflict Diagnosis • Recurrent themes in Conflict Diagnosis 	1,2,3,4,5,6,7, 8, 9	1. Book: Managing Conflict in Organizations, Chapter 1,2, 2. Harnessing conflict 3. The dynamic nature of conflict: a longitudinal Study of intragroup conflict and group performance
To enable student to comprehend the conflicts causes and developing interests analysis to manage it successfully	Module pack 2	<ul style="list-style-type: none"> • Sources and Causes of Conflict • Interest Analysis • Accessing the Character of Conflict • Role of justice and its significance • Trust and its significance 	10, 11, 12, 13, 14, 15, 16, 17,18, 19,20,21	1. Book: Managing Conflict in Organizations, Chapter 6&7 2. Book: The Handbook of Conflict Resolution 1. Chapter 2 2. Chapter 4 3. Integrating Twelve Dimensions of Negotiation Behavior and Hofstede's Work-Related Values
To help student to demonstrate proficiency in use of the various Negotiation Strategies to manage conflicts. Understand and apply the ethical standards while managing the conflicts among culturally diversified parties To helpful for student to accurately describe the differences in	Module pack 3	<ul style="list-style-type: none"> • Assessing the Negotiation Style • Assessing Power Among Disputants • Power, Conflict and BATNA • Stereotypes, Diversity And Conflict • Mediation • Arbitration • Non-Binding • Evaluation • Mixed and Multimodal Dispute • Resolution • Panchayat, Local 	22,23, 24, 25, 26, 27,28, 29, 30, 31, 32,33,34,35, 36,37,38,39, 40,44	1. Book: Managing Conflict in Organizations, 1. Chapter 2 (page#20-32) 2. Chapter 8 3. Chapter 9 4. Chapter 10 2. Book: The Handbook of Conflict Resolution 1. Chapter 6 2. Chapter 28 3. Chapter 32 Selected Journal Articles

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approaches usage of ADR and assess the appropriateness of their applications in various settings/territories		Government System and ADR		
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TARGET AUDIENCE

This course has been designed for MS students to hone their analytical skills and research abilities. It will be very productive and helpful for the students who want to precede their career as a manager, consultant or as scholar. This course will enable you to comprehend the critical situations at workplace and exploring the causes along with suggesting appropriate solutions. Research articles will also be the part of the course which will be helpful in sharpening your conflict managing skills by providing theoretical concepts; and discussion over the results' finding; on the basis of the collected data from contrived and non-contrived setting. At the same time it would be learning and productive activity for those scholars who see their future in academia field being as teacher or as future trainer.

IMPORTANT NOTE:

- Students are required to read objectives and fill expectations form
- Modules packs will be provided after assessing the need and expectations of students
- Each student is required to read the material in module pack, watch video lectures, recommended book and other relevant material to enhance understanding
- Skype/Team Viewer sessions can contribute significantly in securing marks in assignments and later on in exams.
- Fill the outcome form which will be uploaded at the end of semester

RULES

Rules for Skype/Team Viewer session

- Book your seat with course mentor after viewing related announcement (procedure will be communicated in announcement)
- Make sure to read material before coming to a session
- Make notes of questions -to be asked
- Check your mikes and headphones prior to connecting a call
- Ensure noise free background
- Mute your mikes while not communicating
- Speak one person at a time, seek prior permission to speak from mentor
- Do not pass personal comments and use obnoxious language
- Participate for constructive purpose

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- Take notes of session as anyone can be asked for session summary/reflection

Rules for Assessments

- Try to attempt all self-assessments to prepare yourself for graded assessments
- After conducting the session, assignments will be uploaded for a short time. Be prepared!
- Copied assignment will not be considered for marking
- You can discuss with peer about assessments but DO NOT COPY
- Exams will consist of only descriptive type questions
- All module material will be the part of exams
- Any other assessment specific rules will be uploaded time to time

LEARNING OUTCOME:

By adopting this new instructional design, following are the expected outcomes:

- This will encourage well aware students who know their learning needs
- Will cater the need of adult learning
- Will be helpful for professionals to study the required material essential for their area of expertise
- Understand the research papers and their applications in real workplace settings and how they can apply such learning in their practical lives.