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| **BBA 534: Conflict Management** | |
| **Teaching Scheme** | **Examination Scheme** |
| Lectures: 3 hrs/Week | Class Test -12Marks |
| Tutorials: 1 hr/Week | Teachers Assessment - 6Marks  Attendance – 12 Marks |
| Credits: 4 | End Semester Exam – 70 marks |

# Course Objectives: A primary goal of this course is to assist students who want to become agents of social change to promote peace and reduce violence. The main objective of the course is to equip the students with field work skills to analyze and handle today’s conflicts and to engage with peace building and conflict prevention as both critical pedagogy and active vocation.

# Course Outcomes:

# CO1.Understanding conflicts and its effects on personal and professional life

# CO2.Understanding conflicts management mechanism

# CO3. Understanding negotiation skills and its utility as per time, place and person

# CO4. Understanding conflict prevention

# CO5. Understanding know how about the peace and its management

# CO6. Understanding conflict resolution strategies and its importance in our personal and professional life

**Course Content -**

**Unit-1**

**Introduction:** Understanding conflict, components, perspectives of conflict, types of conflict, models of conflict – Process and Structural Models, functional & dysfunctional conflict, relationship between conflict and performance in team, levels of conflict – intrapersonal, interpersonal, group & organizational conflicts, sources of conflict - intrapersonal, interpersonal, group & organizational sources.

**Unit-2**

**Conflict Management Design:** Nature of conflict Management, contingency approach, conflict management process, the conflict domain, conflict trends, conflict distribution, conflict mapping and tracking.

**Unit-3**

**Managing Conflict: Managing interpersonal conflict:**Thomas conflict resolution approach, behavioral style and conflict handling, the CosierSchank model of conflict resolution, collaboration & conflict resolution, dealing with difficult subordinates, boss & colleagues, 1 to 1 dispute resolution. **Managing team & organization conflict:** techniques to resolve team conflict, strategies to resolve organizational conflict, effective listening and dialogue skills, humor and conflict resolution, negotiation as a tool for conflict resolution.

**Unit-4**

**Conflict resolution and Cost:** Conflict resolution models, framework model, classical ideas, new developments in conflict resolution. Environmental conflict resolution, gender and conflict resolution Assessing the cost of workplace conflict

**Unit-5**

**Negotiations/Negotiation strategies** -Types of Negotiations, negotiation process, factors for successful negotiations, essential skills for negotiation, tricks used in negotiation process, psychological advantage of negotiations, Techniques of negotiation, issues in negotiations **Negotiation strategies:**Strategy and tactics for distributive bargaining, strategy and tactics for integrative negotiation, negotiation strategy and planning. Finding and using negotiation power, sources of power, Ethics in negotiation.

**Unit-6**

**Managing difficult negotiations:** Third party approaches: Third party interventions, formal intervention methods–Arbitration, Mediation and Process Consultation, Informal intervention methods, best practices in negotiation.

**Text and Reference Books-**

1. Bercovitch, Jacob, et.al. 2009. The Sage Handbook of Conflict Resolution. New Delhi: Sage Publication.
2. Bose, Anima. 1987. Dimensions of Peace and Non-violence: The Gandhian Perspectives.
3. Coser, Lewis. 1956. The Functions of Social Conflict. New York: Free Press.
4. Deutsch, Morten. 2006. ‘Justice and Conflict.’ In The Handbook of Conflict Resolution: Theory and Practice, edited by Coleman, Deutsch, and Marcus. San Francisco: John Wiley and Sons
5. Fisher Simon, et.al. 2000. Working with Conflict: Skills and Strategies for Action. London: Zed Books.
6. Galtung, Johan. 1985. ‘Twenty-five Years of Peace Research: Ten Challenges and Some Responses.’ Journal of Peace Research 22(2): 141–158.
7. Galtung, Johan. 1996. Peace by Peaceful Means: Peace, Conflict, Development and Civilization. New Delhi: Sage Publication.
8. Jeong, Ho-Won. 2000. Peace and Conflict Studies: An Introduction. London: Ashgate Publication.
9. Johnston, Douglas and Sampson Cynthia, eds. 1994. Religion: The Missing Dimension of Statecraft. New York: Oxford University Press.
10. Johnston, Douglas, ed. 2003. Faith Based Diplomacy: Trumping Realpolitik. New York: Oxford University Press.
11. Juergensmeyer, Mark. 2003. Gandhi’s Way: A Handbook of Conflict Resolution. New Delhi: Oxford University Press.
12. Lederach, John Paul, 2003, Little Book of Conflict Transformation: Intercourse. PA: Good Books.