



Gyanmanjari
Innovative University

Course Syllabus

Gyanmanjari Institute of Management Studies

Semester-3 (BBA)

Subject: Conflict Resolution and Negotiation – BBAXX13312

Type of course: Major (Core)

Prerequisite:

Students must be clear about basic concepts of Management.

Rationale:

The course aims to familiarize the students with the basic concepts of Conflict Resolution and Negotiation skills and their application in business.

Teaching and Examination Scheme:

Teaching Scheme			Credits	Examination Marks			Total Marks
CI	T	P	C	SEE	CCE		
					MSE	ALA	
4	0	0	4	100	30	70	200

Legends: CI-Classroom Instructions; T – Tutorial; P - Practical; C – Credit; SEE - Semester End Evaluation; MSE- Mid Semester Examination; V – Viva; CCE-Continuous and Comprehensive Evaluation; ALA- Active Learning Activities.

4 Credits * 25 Marks = 100 Marks (each credit carries 25 Marks)

SEE 100 Marks will be converted in to 50 Marks

CCE 100 Marks will be converted in to 50 Marks

It is compulsory to pass in each individual component.



Course Content:

Sr.No	Course content	Hrs	% Weightage
1	<p>Introduction of Organization Conflicts</p> <ul style="list-style-type: none"> ● Meaning and Definition of Organizational Conflicts ● Nature and causes of Organizational Conflicts ● Types and Levels of Conflicts ● Functions of Organizational Conflicts ● Benefits of Organizational Conflicts ● Dual Concern Model ● Conflict Management Styles <p>Stress & Conflict</p> <ul style="list-style-type: none"> ● Introduction, Meaning & Causes and Consequences of Stress ● Type of Stressors ● Symptoms of Stress ● Type of Stress ● Approaches to Stress Management ● Coping Strategies for Stress Management 	10	25 %
2	<p>Industrial Conflicts/Disputes</p> <ul style="list-style-type: none"> ● Introduction, Meaning, Essentials ● Classification, Causes, Recognition of disputes ● Impact of industrial disputes ● Factors of industrial disputes/conflicts ● Major Four Effects of Disputes (Strikes, Lockouts, Picketing, Gherao) ● Ways to achieve Industrial peace ● Code of Discipline in Industry 	25	25%
3	<p>Group Conflict</p> <ul style="list-style-type: none"> ● Sources of Conflict in Groups ● Conflict Process ● Coalitions, Conflict Management Style ● Conflict between groups ● Sources, resolving intergroup conflict. 	15	25 %



4	Negotiations <ul style="list-style-type: none"> ● Bargaining Types & Strategies in Negotiation, ● Negotiation process stages. ● Approaches of Negotiations and common tactics ● Third Party Negotiations 	10	25%
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Continuous Assessment:

Sr. No	Active Learning Activities	Marks
1	Dispute Resolution : Faculty will Provide Real life Industrial Conflict video and students have to watch that video and then come up with their dispute resolution plan and upload the same on GMIU Web Portal.	10
2	Negotiation Skills Exercise: Faculty will provide a hypothetical conflict scenario to the students and the students have to use their negotiation skills and prepare a report of how they will negotiate the given conflict and upload the same on GMIU Web Portal.	10
3	Poster Presentation: Students will prepare a poster presentation on symptoms and types of stress according to their thinking and upload the poster on GMIU Web Portal.	10
4	Mediation Exercise: Faculty will provide a hypothetical dispute scenario to the students and the students have to use their mediation skills and prepare a report of how they will mediate the given conflict and upload the same on GMIU Web Portal.	10
5	Stress Management Solution: Students have to identify a company of their choice and then study the stress management solutions provided by that particular company to their employees and prepare a report for the same and upload it on GMIU Web Portal.	10



6	Case Study Faculty will provide a hypothetical case study to the students related to the subject and the students have to come up with their solutions and upload the same on GMIU Web Portal.	10
7	Attendance	10
Total		70

Suggested Specification table with Marks (Theory): 100

Distribution of Theory Marks (Revised Bloom's Taxonomy)						
Level	Remembrance (R)	Understanding (U)	Application (A)	Analyze (N)	Evaluate (E)	Create (C)
Weightage	40%	40%	10%	10%	0%	0%

Note: This specification table shall be treated as a general guideline for students and teachers. The actual distribution of marks in the question paper may vary slightly from above table.

Course Outcome:

After learning the course, the students should be able to:	
CO1	Understand the causes and level of conflicts in an organization
CO2	Be aware about various sources of conflicts and find ways to resolve them in real life
CO3	Equip with stress management, conflict assessment and resolution skills.
CO4	Develop better interrelationships within and outside the organization

Instructional Method:

The course delivery method will depend upon the requirement of content and the needs of students. The teacher, in addition to conventional teaching methods by black board, may also use any tools such as demonstration, role play, Quiz, brainstorming, MOOCs etc.

From the content 10% topics are suggested for flipped mode instruction. Students will use supplementary resources such as online videos, NPTEL/SWAYAM videos, e-courses. The internal evaluation will be done on the basis of Active Learning Assignment.

Practical/Viva examination will be conducted at the end of semester for evaluation of performance of students in the laboratory.



Reference Books:

- [1] Lewicki, R. J., Barry, B., & Saunders, D. M. (2016). Negotiation. McGraw-Hill Education.
- [2] Fisher, R., Ury, W., & Patton, B. (2011). Getting to Yes: Negotiating Agreement Without Giving In. Penguin Books.
- [3] Singh, R. (2012). Conflict Management: A Practical Guide to Developing Negotiation Strategies. Sage Publications India.
- [4] Bercovitch, J., & Jackson, R. (2009). Conflict Resolution in the Twenty-First Century: Principles, Methods, and Approaches. University of Michigan Press.
- [5] Patnaik, S. (2014). Negotiation Skills for Managers. Tata McGraw-Hill Education.

