

CERTIFICATE COURSE IN CONFLICT MANAGEMENT

SYLLABUS

DEPARTMENT: DEPARTMENT OF HOTEL MANAGEMENT AND CATERING SCIENCE

NAME OF COURSE: CERTIFICATE COURSE IN CONFLICT MANAGEMENT

COURSE CODE: CVAC004

TOTAL HOURS: 30

UNIT-I (10 HOURS)

Define conflict - Introduction to the Study of Conflict Communication - Communication Options and Conflict Related Theories - Interpersonal Violence - Conflict Climate - Face Management - Forgiveness and Negotiation- Group Discussion.

UNIT- II (10 HOURS)

Approaches to Resolving Disputes - Emerging Systems for Managing Workplace Conflict - The Rise of Alternative Dispute Resolution - Dispute Resolution in the Union Sector: Grievance/Labor Arbitration Process Discipline and Discharge - Understanding Principles of Just Cause- Group Discussion.

UNIT -III (10 HOURS)

Negotiation: Strategies for Mutual Gain - Distributive and Mixed Motive Bargaining - Competitive and Cooperative Styles - Negotiating in Context - Dispute Prevention—Delegating Conflict Management to the Disputant - Employer's Dispute Resolution & Complaint Handling System - Conciliation and Mediation - More Negotiating with Difficult People.

REFERENCE

- Hocker, J.L. & Wilmot, W.W. (2018). Interpersonal conflict (10th Ed.). New York, NY: McGraw Hill.
- Isaacson, K., Ricci, H., & Littlejohn, S.W. (2020). Mediation: Empowerment in conflict management (3rd Ed.). Long Grove, IL: Waveland.
- Lewicki, R.J., Saunders, D.M., & Barry, B. (2021). Essentials of negotiation. (7th Ed.) New York, NY: McGraw Hill.