



CHRIST
COLLEGE (AUTONOMOUS)
IRINJALAKUDA, KERALA
Reaccredited by NAAC with 'A' grade

COURSE CODE	NAME OF THE COURSE
CVAC004	CONFLICT MANAGEMENT
OFFERED BY	
HOTEL MANAGEMENT AND CATERING	ABOUT COLLEGE
COURSE COORDINATOR	Chirst College (Autonomous), Irinjalakuda established in the year 1956 by CMI fathers has always been a place where young generations are moulded towards a bright future. College has excellent infrastructure, with state of the art laboratories, seminar rooms and lecture halls. The campus is Wi-Fi enabled. Presently College is home for 4500+ students, 200 teaching staff and 45 supporting staff. The strength of the College lies in its hardworking and tech savvy teachers who are eager to involve in all matters of students. The lush green campus with gardens and open gym is moving towards the next phase on education both offline and online.
MS. JENNY THOMAS Department of Hotel Management and Catering	LEARNING OUTCOMES
	<ul style="list-style-type: none">■ Analyze conflict management behavior by applying major theories to everyday conflict situations.■ Compare and contrast attitudes, values, and beliefs that differentiate between destructive and productive conflict management behavior.■ Analyze and distinguish between ethical and unethical conflict communication behavior.
	COURSE MODULE
	Module I: Definition of Conflict Module II: Approaches to Resolving Disputes Module III: Negotiation

SYLLABUS

MODULE I

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. (10 Hours)

MODULE II

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. (10 Hours)

MODULE III

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. (10 Hours)

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.