**CSK 3210 CONFLICT MANAGEMENT COMMUNICATION**

Effective communication plays a critical role in addressing, defusing, and managing conflict in professional and personal settings. Through case studies, students learn how factors such as ethnicity, oral and nonverbal communication, gender, culture, and writing contribute to conflict and how they can learn to assess, manage, and defuse conflicts productively.

**Course Content:**

* Introduction
* Definitions of conflict
* Causes of conflict
* Types of conflicts
* Advantages of conflicts
* Disadvantages of conflicts
* Functional and dysfunctional conflicts
* Reactions to conflicts
* Strategies for effective conflict management
* Barriers to effective conflict management
* Overcoming barriers to conflict management
* Conflict minimisation & mitigation
* Destructive methods for handling conflicts
* Constructive methods for handling conflicts

**Learning Outcomes:**

By the end of the course students should be able to:

1. Define conflict
2. Know the sources of conflict
3. Demonstrate appropriate on how to manage and resolve conflict

**Course assessment:**

Extended coursework essay}

Group presentation} = 30%

Test}

Final Comprehensive Examination = 70%

(End of Semester)

**Instruction methods:**

Lectures

Case Studies

Group Discussion and Class Presentations

Activity Research Work

**References:**

Stanton. N. (2004), Mastering communication. London. Macmillan

Anderson. T (1982), the study of Humanrelationships