**IOP 2201 CONFLICT AND NEGOTIATION MANAGEMENT**

**Duration of the Course:** The course is 3 Credit Units providing 45 Contact Hours.

**Course Description:**

The course focuses on equipping students with conflict and negotiation skills. It introduces students to the concept of conflict;theoretical approaches to conflicts;Types and forms of conflict; The structures of conflicts; Formation and Development of Conflict at the workplace; Management and Resolution of conflicts; and the Effects of Conflicts; The course also presents the Fundamental elements involved in a negotiation; Theoretical approaches to Negotiations; Essential steps for negotiation process; Negotiation Tactics; Skills for an effective negotiator; How to conduct win- win Negotiations; Conflicts during Negotiation processes; Team Negotiations; Cross cultural Negotiations ; Gender differences in Negotiations; and Electronic support in Negotiations.

**Objectives of the course:**

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

1. Distinguish between conflict management and conflict resolution
2. Discuss the various theoretical approaches to negotiation
3. Outline the skills of an effective negotiator
4. Explain differences between the various kinds of third party interventions in conflict resolution
5. Outline the key requirements for effective team negotiations

**Course Content:**

Theoretical approaches to conflicts, Development and process of conflicts at workplace, Management of Conflict, Effects of Conflicts, Conflict resolution, Third party Interventions in Conflict resolution, Theories of Negotiations, Negotiation Tactics, Negotiation outcomes, Skills for an effective negotiator, Conflicts during Negotiation processes, Team Negotiations, Cross cultural Negotiations, Gender differences in Negotiations, and Electronic support in Negotiations

**Teaching /Delivery methods**

Lectures, Class presentations and Independent study.

**Learning Outcomes**

**Assessment methods**

Coursework /assignment, Tests, Presentation skills /class discussions, Attendance and Examination CW =30%

Exam = 70%

**Learning Resources**

1. Breslin, J. W & J. Z. Rubin (1991), *Negotiation theory and practice*. Cambridge, MA: Program on Negotiation.
2. Pruitt, D. G. & Carnevale, P. J.(1993). *Negotiation in social conflict*. Buckingham: Open University.
3. Taylor, A & J.B. Miller (1994), *Conflict and gender*. Creskill, NJ: Hampton.
4. Breslin, J.W. & Rubin, J.Z. (1991), *Negotiation theory and practice*. Cambridge, MA:
5. Program on Negotiation.
6. Neale, M. A., & Bazerman, M. H.(1991). *Cognition and rationality in negotiation*.
7. NewYork: Free Press.
8. Pruitt, D. G. & Carnevale, P. J.(1993). *Negotiation in social conflict*. Buckingham: Open University.
9. Taylor, A. & Miller, J.B. (1994), *Conflict and gender*. Creskill, NJ: Hampton