

# **Conflict Management and Negotiation Techniques**

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## **Course description**

The present course (CMNT) attempts to present the complex problems and context of conflict management and negotiation in organizations.

In other words, this course focuses at the organizational level, intercultural, interethnic, international conflict are being used as a theoretical framework and as benchmarks for the understanding of organizational conflict.

The aim of CMNT is to provide students with the tools, techniques and knowledge that will enable them to identify, analyze and solve conflict in organizations. In addition to that, it places a special emphasis on how one of the most common conflict solving technique – negotiation – can be employed in an organizational environment.

## **Course objectives**

General objectives – The main objective of this course is the identification and the subsequent analysis and resolution of conflicts through the employment of various techniques, including negotiation

Specific objectives

- The acquisition of the necessary information for a Conflict management course
- The development of the necessary skills and abilities in order to put those information to a practical use

## **Topics**

1. Basic notions and definitions
2. Sources of conflict in organizations
3. Conflict: cycle and stages
4. Conflict theories
5. Conflict resolution: strategies, methods and techniques
6. Types of conflict (Intrapersonal, Interpersonal and intergroups - and the implication within organizations)
7. Conflict Management Styles
8. Communication types
9. Negotiation – definition, theoretical models and techniques
10. Negotiation within organizational space (labor bargaining, unions and collective contract)
11. Intercultural Negotiations
12. Time and Space - in international negotiations

## **Examination**

\* Homework/course – 15%. . During the semester students will be given case-studies to solve and essays to write (on given topics). These papers should be turned in by the beginning of the next class, at the e-mail adress listed above. No delays.

\* Activities at the seminar– 15%. The contents will be announced during the seminar meetings and they wil entail active participation, team-work in case studies and several presentations.

\* Final examination, written – 70% of the final grade. The materials/information needed for the examination are as follows – the course support, notes taken in class and any other materials that are explicately given to students to read.

Students can participate in the final examination even if they do not have turned in any homework.

**Re-examination** – the points obtained for homework and final paper are taken into account in the re-examination process, the only grade that can be changed is that obtained at the written examination.

## **Plagiarism**

Plagiarism will not be tolerated and University and Faculty rules regarding this matter will be enforced.

## **Bibliography**

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