

# AMITY GLOBAL INSTITUTE

## MODULE SYLLABUS

Course	Postgraduate Certificate in Business Administration
Module Title	Negotiation and conflict management
Module Syllabus No. (if any)	BAM615
Content	Negotiation and conflict management are the cornerstones of leadership. In order for managers to lead and administer any organisation effectively, they must be able to negotiate with both internal and external constituents in a way and manner that develops or maintains relationships, creates value and can be utilised cross-culturally. Similarly, managers must be able to identify different types of conflict, manage and harness conflict to make it beneficial to organisational and personal growth of key constituents. Further, managers must be able to identify those conflicts that require the use of dispute resolution and the different types of dispute resolution methodologies that are available. So, the module applies practical skills, complemented with substantive knowledge to round out the skill sets of the participants to make them highly effective leaders and managers.
No. of Teaching Hours	30
Teaching Methods	Lectures, tutorials, case-studies analysis, research journals and group discussion.
Assessment Methods and Weightages	One two-hour unseen written examination (70%) One 2,000 words assignment (30%).
Skills for Maximising Learning Outcomes	Reading and Research
Dates of Examinations, Major Assessments and Assignments	Please refer to <a href="http://www.london.ac.uk">www.london.ac.uk</a> exam tables June, August/September, December and February/March
Recommended Text	Lewicki, Saunders and Barry, Negotiation, McGraw-Hill, 2014 (7th ed.) McShane and Glinow, Organizational Behaviour: Emerging Knowledge, Global Reality, McGraw-Hill, 2015 (7th ed.)
Additional Reference Texts (if any)	
Additional Remarks (if any)	-

No.	Learning Outcomes/Aims
1	Judge and select methods of negotiation and alternative dispute resolution Define and critically evaluate the different types of strategies employed to become effective negotiators
2	Define and assess substantive and affective conflict as well as interpersonal conflict Demonstrate an understanding of how to manage conflicts in a way and manner that leads to constructive outcomes
3	Construct a coherent approach and evidence-backed argument for persuading another Identify cognitive biases that stand as barriers to effective negotiation and conflict management and the deception and biases that could limit one's own negotiation and conflict management skills
4	Communication skills (particularly, skills of persuading others)
5	Skills to be more effective in their roles within an organization by negotiating and managing conflict
6	The ability to manage conflict actively through reduction, elimination or avoidance
7	The ability to prepare effectively for a negotiation and reach mutually beneficial agreements
8	Research skills into negotiations and conflict management problems and the application of

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