



Course Specifications

Course Title:	HRM1323
Course Code:	Negotiation and Conflict Management
Program:	Human Resources Management
Department:	Human Resources Management
College:	College of Business Administration
Institution:	Dar Al Uloom University

Table of Contents

A. Course Identification	3
6. Mode of Instruction (mark all that apply)	3
B. Course Objectives and Learning Outcomes	3
1. Course Description	3
2. Course Main Objective.....	4
3. Course Learning Outcomes	4
C. Course Content	5
D. Teaching and Assessment	6
1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods	6
2. Assessment Tasks for Students	7
E. Student Academic Counseling and Support	7
F. Learning Resources and Facilities	7
1. Learning Resources	7
2. Facilities Required.....	7
G. Course Quality Evaluation	7
H. Specification Approval Data	8

A. Course Identification

1. Credit hours: 3 Hours			
2. Course type			
a.	University <input type="checkbox"/>	College <input checked="" type="checkbox"/>	Department <input type="checkbox"/> Others <input type="checkbox"/>
b.	Required <input checked="" type="checkbox"/>	Elective <input type="checkbox"/>	
3. Level/year at which this course is offered:			
4. Pre-requisites for this course (if any):			
5. Co-requisites for this course (if any): None			

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	45	100%
2	Blended		
3	E-learning		
4	Distance learning		
5	Other		

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	45
2	Laboratory/Studio	
3	Tutorial	
4	Others (specify)	
	Total	45

B. Course Objectives and Learning Outcomes

1. Course Description

Negotiation and Conflict Management presents negotiation theory – strategies and styles – within an employment context. Students also learn how to negotiate in difficult situations, which include abrasiveness, racism, whistle-blowing, and emergencies. The course covers conflict management as a first party and as a third party: third-party skills include helping others deal directly with their conflicts, mediation, investigation, arbitration, and helping the system change as a result of a dispute.

2. Course Main Objective

1. What is the main purpose for this course?

At the end of the course, students should be able to do the following:

1. Explain fundamental concepts and skills relevant to effective communication in conflict interactions that occur in business and professional settings.
2. Understand and improve the conflict management and negotiation skills required in their professional careers.
3. Discuss the extant theoretical perspectives related to conflict and negotiation.
4. Develop a greater awareness of the role of power and emotion in professional conflict.
5. Understand and use interpersonal, organizational and consumer negotiation skill and manage professional conflicts more effectively.

2. Briefly describe any plans for developing and improving the course that are being implemented. (e.g. increased use of IT or web based reference material, changes in content as a result of new research in the field)

The students must be exposed to organizational setup by sending them to industries / corporate houses and also use case studies, role plays and group assignment

3. Course Learning Outcomes

CLOs		Aligned PLOs
1	Knowledge and Understanding	
1.1	Define the concepts, process, and practices of negotiation and conflict resolution in organizations	K.1
1.2	Explain the Strategies and terminology of negotiation and conflict management.	K.2
1.3	Exhibit understanding of different negotiation strategies applied by organizations.	K.3
2	Skills	
2.1	Apply concepts, theories, and strategies of negotiation and conflict management.	S.1
2.2	Use various negotiation strategies to resolve complex problems responding to the national and international business settings.	S.2
2.3	Critically evaluate the impact of negotiation strategies on solving organizational issues.	S.3
3	Values	
3.1	Demonstrate the capability of establishing constructive relationships.	V.1
3.2	Practice cognitive curiosity-driven continuous development in the negotiation processes.	V.2
3.3	Demonstrate teamwork skills for effective negotiation in business settings.	V.3

CLOs		Aligned PLOs

C. Course Content

No	List of Topics	Contact Hours
1	The Nature of Negotiation and Conflict	6
2	Strategy & Tactics of Distributive Bargaining	6
3	Strategy & Tactics of Integrative Negotiation	3
4	Negotiation: Strategy and Planning	3
5	Ethics in Negotiation	6
6	Relationships in Negotiation	6
7	Multiple Parties, Groups, and Teams in Negotiation	6
8	International and Cross-Cultural Negotiation	6
9	Best Practices in Negotiation	3
Total		45

D. Teaching and Assessment

1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	Knowledge and Understanding		
1.1	Define the concepts, process, and practices of negotiation and conflict resolution in organizations	Direct (Lecture, Demonstration) Indirect (Case Study, Reflective discussion) Interactive (Discussion)	Written Exams (T/FQ, MCQ, Short and Long essays)
1.2	Explain the Strategies and terminology of negotiation and conflict management.	Direct (Lecture, Demonstration) Indirect (Case Study, Reflective discussion)	Written Exams (Short and Long essays, Case study)
1.3	Exhibit understanding of different negotiation strategies applied by organizations.	Interactive (Discussion)	
2.0	Skills		
2.1	Apply concepts, theories, and strategies of negotiation and conflict management.	Direct (Lecture, Demonstration) Indirect (Case Study, Reflective discussion) Interactive (Discussion, Role playing)	Written Exams (Case study) Written Assignments (reports and case study) Oral Examination
2.2	Use various negotiation strategies to resolve complex problems responding to the national and international business settings.		
2.3	Critically evaluate the impact of negotiation strategies on solving organizational issues.		
3.0	Values		
3.1	Demonstrate the capability of establishing constructive relationships.	Role-playing, Group discussion, in-depth self-analysis exercise.	Presentations (formal discussion individual and group) Projects and case studies.
3.2	Practice cognitive curiosity-driven continuous development in the negotiation processes.		
3.3	Demonstrate teamwork skills for effective negotiation in business settings.		

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Quiz	3	10
2	Homeworks/Assessments/Projects	During Semester	20
3	Midterm Exam	9	30
4	Final Exam	16	40

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Student Academic Counseling and Support

Arrangements for availability of faculty and teaching staff for individual student consultations and academic advice:

1. Eight Office hours weekly can be booked through the students' SIS account.
2. Online discussion through the LMS forums and instant messaging.
3. Instructor email available in the course syllabus.
4. Occasional mobile calls or SMS for urgent messages.

F. Learning Resources and Facilities

1. Learning Resources

Required Textbooks	Lewicki, (2019). <i>Essentials of Negotiation</i> . 7th Edition, USA: McGraw-Hill Irwin. ISBN: 126051255x
Essential References Materials	Journals and Reports distributed on the bases of lectures delivered to the students.
Electronic Materials	Internet resources, Lecture slides-video
Other Learning Materials	Magazines and Newspaper

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	Classroom.
Technology Resources (AV, data show, Smart Board, software, etc.)	Data show + smart boards.
Other Resources (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	Internet access point.

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
End of semester Course Evaluation.	Students	Indirect

Evaluation Areas/Issues	Evaluators	Evaluation Methods
Effectiveness of teaching and assessment.	Peer reviewer	Indirect
Course learning outcomes assessment.	Faculty members	Direct
Quality of learning resources	Students	Indirect

Evaluation areas (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes, Quality of learning resources, etc.)

Evaluators (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

Assessment Methods (Direct, Indirect)

H. Specification Approval Data

Council / Committee	HRM DEPARTMENT COUNCIL - COB
Reference No.	
Date	APRIL 3, 2022

