



Course Specifications

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

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A. Course Identification

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|--|
| 1. Credit hours: 3 Hours |
| 2. Course type |
| a. University <input type="checkbox"/> College <input type="checkbox"/> Department <input checked="" 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: Sixth / Third year |
| 4. Pre-requisites for this course (if any): HRM1313 |
| 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 | Correspondence | | |
| 5 | Other | | |

7. Actual Learning Hours (based on academic semester)

| No | Activity | Learning Hours |
|------------------------------|---------------------------------|----------------|
| Contact Hours | | |
| 1 | Lecture | 45 |
| 2 | Laboratory/Studio | |
| 3 | Tutorial | |
| 4 | Others (specify) | |
| | Total | 45 |
| Other Learning Hours* | | |
| 1 | Study | 1 |
| 2 | Assignments | 1 |
| 3 | Library | |
| 4 | Projects/Research Essays/Theses | 2 |
| 5 | Others (specify) | |
| | Total | 4 |

* The length of time that a learner takes to complete learning activities that lead to achievement of course learning outcomes, such as study time, homework assignments, projects, preparing presentations, library times

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: | |
| 1.1 | Define the concepts, process, and practices of negotiation and conflict resolution in organizations. | K1 |
| 1.2 | Discuss impact of culture on negotiation and conflict management process | K2 |
| 1.3 | Outline different negotiation strategies applied by organizations. | K3 |
| 1.4 | Integrate decision-making strategies into negotiation process to enhance human development in business environment. | K4 & K5 |
| 2 | Skills: | |
| 2.1 | Analyze various business environment affecting negotiation and conflict management strategies. | S1 |
| 2.2 | Use various negotiation strategies to resolve complex problems responding to the national and international business trends. | S2 |
| 2.3 | Critically evaluate the impact of organizational negotiation strategies on business ethics and corporate social responsibility. | S3 |
| 3 | Competence: | |
| 3.1 | Demonstrate interpersonal, group/individual skills related to negotiation and conflicts management. | C1 |
| 3.2 | Exercising leadership in pursuit of innovative and practical solutions in negotiation process. | C2 |
| 3.3 | Demonstrate team work skills for effective negotiation in business settings. | C3 |
| 3.4 | Apply knowledge of negotiation and conflict management, quantitative analysis tools and problem-solving methodologies in HRM situations. | C4 |

| CLOs | | Aligned PLOs |
|------|--|--------------|
| 3.5 | Demonstrate information and communications technology in gathering, interpreting and communicating information and ideas related to negotiation and conflict management. | C5 |
| 3.6 | Demonstrate written and oral communication skills and reasoning appropriate for conveying conflict and negotiation issues. | C6 |

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 | 6 |
| 4 | Ethics in Negotiation | 6 |
| 5 | Relationships in Negotiation | 6 |
| 6 | Multiple Parties, Groups, and Teams in Negotiation | 6 |
| 7 | International and Cross-Cultural Negotiation | 6 |
| 8 | 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 | | |
| 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 | Discuss impact of culture on negotiation and conflict management process | | Written Exams (Short and Long essays, Case study) |
| 1.3 | Outline different negotiation strategies applied by organizations. | | Written Exams (Short and Long essays) Written Assignments (Essays and Reports) |
| 1.4 | Integrate decision-making strategies into negotiation process to enhance human development in business environment. | | Written Exams (Short and Long essays, Case study) Written Assignments (Essays and Reports) |
| 2.0 | Skills | | |
| 2.1 | Analyze various business environment affecting negotiation and conflict management strategies. | 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 trends. | | |
| 2.3 | Critically evaluate the impact of organizational negotiation strategies on business ethics and corporate social responsibility. | | |
| 3.0 | Competence | | |

| Code | Course Learning Outcomes | Teaching Strategies | Assessment Methods |
|------|--|---|--|
| 3.1 | Demonstrate interpersonal, group/individual skills related to negotiation and conflicts management. | Interactive (Discussion, Brainstorming, Role playing, Think Pair Share, Cooperative learning) Independent (Project, Homework, Assigned Questions) | Presentations (formal discussion individual and group) Projects |
| 3.2 | Exercising leadership in pursuit of innovative and practical solutions in negotiation process. | | |
| 3.3 | Demonstrate team work skills for effective negotiation in business settings. | | |
| 3.4 | Apply knowledge of negotiation and conflict management, quantitative analysis tools and problem-solving methodologies in HRM situations. | | |
| 3.5 | Demonstrate information and communications technology in gathering, interpreting and communicating information and ideas related to negotiation and conflict management. | | |
| 3.6 | Demonstrate written and oral communication skills and reasoning appropriate for conveying conflict and negotiation issues. | | |

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 | Mid term | 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 – will be distributed time to time depending upon topics covered during lecture sessions. |
| Electronic Materials | Power Point slides for each class will be posted on the course website. Feel free to print these before each class. |
| 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 |
| 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 | 15/08/2019 |

