



INSTRUCTION DIVISION
FIRST SEMESTER 2015-16
Course Handout (Part II)

Date: 03.08.2015

In addition to part I (General Handout for all courses appended to the time table) this portion gives further specific details regarding the course.

Course No. : BITS C484/GSF311
Course Title : Introduction to Conflict Management
Instructor-in-charge : UMESH DHYANI

1. Scope and Objective of the Course :

To develop the knowledge and professional skills necessary to facilitate resolution of conflicts. Emphasis would be laid on skills and specific techniques to resolve inter-personal, organizational and community based conflicts. At the conclusion of the course, the student will understand the basic dynamics of conflict, most significant interventions used to manage conflict, benefits and costs of conflict, recognize his or her preferred style of conflict management and develop an understanding and appreciation of the conflict management styles of others.

2. Text Book: Mayer Bernad, The Dynamics of Conflict Resolution, San Francisco: Wiley Company, 2000

3. Reference Books:

- (a) Harris Peter and Ben Relly, (Eds.) Democracy and Deep-Rooted Conflict: Options for Negotiators, Sweden: IADA Hand book Series, 1998
- (b) John Davies and Edward Kaufman, Second Track/Citizens' Diplomacy – Concepts and Techniques for Conflict Transformation (Ed), Rowman & Littlefield Publishers, Inc., 2002.

4. Course Plan:

Lec. No.	Learning Objectives	Topics to be covered	Ref. to Text Book Chs.
1-9	To examine the relationship between gender, culture and conflict and to address the role of value system leading to social change.	Introduction to Conflict Management: An Overview Characteristics and dynamics of conflict Reasons for conflict The value of conflict in social change The different approaches to addressing and managing conflict.	Ch.4
10-15	To analyse the conflict from different perspective and try to identify the causes of differences.	Conflict Analysis Examining the history and impacts of a conflict Identifying the causes of conflict Identifying who the stakeholders are and their interests, Exploring stakeholder power and relationships	Ch.2,3, and Class Notes
16-	To introduce the role of communication, mediation	Communication, Mediation and Facilitation Active listening	Ch.6, 9





27	Facilitation in managing conflicts	Skills in mediation and facilitation Roles of mediator and facilitator in conflict management Dealing with emotions and difficult situations	
28-34	To learn the skills of negotiation and arrive at win-win situation.	Negotiating Agreements Planning and preparing for negotiations Improving negotiation skills to enhance the negotiated results Joint problem solving approaches Building agreements	Ch.7
35-40	Explanation about building conflict management mechanism and to learn about various consensus building strategies for conflict anticipation prevention	Conflict Anticipation and Prevention Building conflict management mechanisms Consensus-building strategies	Ch.11

4. Evaluation Scheme:

EC No.	Evaluation Component	Duration	Weightage	Date, Time & Venue
1	Mid Semester Test	90 Minutes	30	5/10 2:00 - 3:30 PM
2	Report / Assignment / Seminar	-	2x15	To be announced
3	Comprehensive Examination	3 Hours	40	2/12 FN

5. **Reading Assignment:** Students will come prepared to the class after reading the topic on which lecture will be delivered in the class.

6. **Chamber Consultation Hour :** To be announced in the class.

7. **Course Notices:** Notices, if any, concerning the course will be displayed on the Humanities and Social Sciences, Notice Board.

8. **Make-up:** Make-ups are not given as a routine. It is solely dependent upon the GENUINENESS of the circumstances under which a student fails to appear in a scheduled test. However, PRIOR PERMISSION should be sought from the Instructor-in-Charge well in advance before the test.

9. **Any other item:** Students are strongly advised to attend the classes regularly and take the tests on the scheduled dates.

Instructor-In-Charge
BITS C484

