



INSTRUCTION DIVISION
FIRST SEMESTER 2020-21
Course Handout

Date: 18.01.2021

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

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.

Text Book:

Mayer Bernard (2000). The Dynamics of Conflict Resolution, San Francisco: Wiley Company.

Reference Book:

(a) Deutsch, M., & Coleman, P.T. (2000). The Handbook of Conflict Resolution: Theory & Practice. Jossey Bass: Wiley.

Course Plan:

| Lecture. No. | Learning Objectives | Topics to be covered | Ref. to Text Book Chapters |
|--------------|--|--|----------------------------|
| 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 The nature of conflict Special focus on theories of Karl Marx and Max Weber Characteristics and dynamics of conflict Reasons for conflict The value of conflict in social change The different approaches to addressing and managing conflict. | Ch.1-4 and Class Notes |
| 10-15 | To analyze conflicts 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 |
| 16-29 | To introduce the role of communication, mediation and facilitation in managing conflicts | The Resolution :Communication, Mediation and Facilitation The nature of Resolution Communication | Ch.6, 9 and Class Notes |





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| | | 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 and Class Notes |
| 37-40 | 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 and Class Notes |

Evaluation Scheme:

| EC No. | Evaluation Component | Duration | Weightage | Date, Time & Venue |
|--------|---------------------------|------------|---|--------------------|
| 1 | Mid Semester Test | 90 Minutes | 30 Marks | -- |
| 2 | Report / Quiz | - | 2 X15=30 Marks (One Report and One Quiz) | -- |
| 3 | Comprehensive Examination | 3 Hours | 40 Marks | -- |

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

Chamber Consultation Hour: To be announced in class.

Course Notices: Notices, if any, concerning the course will be posted on Nalanda.

Make-up: Make-up's 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.

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

Instructor-In-Charge
GS F311

