

COURSE / MODULE / BLOCK DETAILS

ACADEMIC YEAR / SEMESTER

Offered by: BUSINESS ADMINISTRATION			
Course Title: CONFLICT MANAGEMENT AND NEGOTIATION		Course Org. Title: CONFLICT MANAGEMENT AND NEGOTIATION	
Course Level: Bachelor's Degree		Course Code: MNO 4215	
Language of Instruction: English		Form Submitting/Renewal Date 22/09/2020	
Weekly Course Hours: 3		Course Coordinator: DR.ÖĞR.ÜYESİ SELCEN KILIÇASLAN GÖKOĞLU	
Theory	Application	Laboratory	National Credit: 3
3	0	0	ECTS Credit: 5



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Offered to:	Course Status: Compulsory/Elective
Name of the Department:	
BUSINESS ADMINISTRATION	Elective Course



DOKUZ EYLUL UNIVERSITY



FACULTY OF BUSINESS ADMINISTRATION OFFICE OF THE DEAN

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Instructor/s:

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Course Objective:

The aim of the course is to analyze conflict, understand the dynamics between the parties in a conflict, and determining the appropriate method of conflict resolution. In addition the course will cover the most important conflict management strategy which is negotiation. This course will provide necessary skills; one can effectively exercise the available or create options for managing conflict and negotiation.

Learning Outcomes:

- 1 Gain an understanding of central concepts in conflict management and negotiation process.
- 2 Identify possible individual, group, and organizational level factors affecting conflict and negotiation situations.
- 3 Obtain exposure to selective aspects of the conflict management and negotiation literature.
- 4 Develop oral/written communication skills; articulate and defend his/her position.
- 5 Develop and enhance the essential interpersonal skills to be an effective team member

Learning and Teaching Strategies:

1. Lecture
2. Case Studies
3. Term Project

Assessment Methods:

Name	Code	Calculation formula
Midterm	MT	
TermProject	TP	
Assignment	ASS	
CaseAnalysis	CSA	
FINAL COURSE GRADE	FCG	MT * 030 + TP * 025 +ASS * 025 +CSA * 020



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Further Notes about Assessment Methods:

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Assessment Criteria:

1. The learner will categorize central concepts in conflict management and negotiation.
2. The learner will explain individual, group, and organizational level factors effecting conflict and negotiation situations.
3. The learner will formulate key techniques to resolve conflict and negotiate effectively.

Textbook(s)/References/Materials:

M. Rahim, M. (2010). Managing Conflict in Organizations. Transaction Publishers.
Joseph P. Folger, Marshall Scott Poole, Randall K. Stutman, (2009). Working Through Conflict: Strategies for Relationships, Groups, and Organizations. Pearson Publishing.
Malhotra, D., Bazerman, M. (2008) Negotiation Genius. Bantam.

Course Policies and Rules:

1. Attending at least 70% of lectures is mandatory.
2. Plagiarism of any type will result in disciplinary action.

Contact Details for the Instructor:

selcen.kilicaslan@deu.edu.tr

Office Hours:

TBA

Course Outline:

Week	Topics:	Notes:
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1	Nature and Meaning of Conflict
2	Inner Experience of Conflict and Conflict Interaction
3	Intrapersonal & Interpersonal Conflict
4	Intragroup & Intergroup Conflict
5	Case study and role playing
6	Conflict Resolution
7	Third Party Intervention
8	Claiming and Creating Value in Negotiations
9	The Psychology of Negotiation
10	Negotiating in the Real World I
11	Negotiating in the Real World II
12	Term project presentation



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ECTS Table

Course Activities	Number	Duration (hour)	Total Work Load (hour)
In Class Activities			
Lectures	12	2	24
Tutorials	12	1	12

Exams

Midterm	1	5	5
Project Assignment	1	5	5

Out of Class activities

Preparations before/after weekly lectures	12	2	24
Preparation for midterm exam	1	14	14
Reading	10	1	10
Preparing assignments	1	20	20
Total Work Load (hour)			114
ECTS Credits of the Course= Total Work Load (hour) / 25			5