

**NIRMA UNIVERSITY**  
**Institute of Management**  
**Master of Business Administration (Full Time) Programme/**  
**Integrated Bachelor of Business Administration-Master of Business**  
**Administration Programme/**  
**Master of Business Administration (Family Business &**  
**Entrepreneurship) Programme**

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<b>Course Code</b>	<b>MFT5SEOB02 MBM5SEOB02 MFB5SEOB02</b>
<b>Course Title</b>	<b>Management of Co-operation and Conflict</b>

**Course Learning Outcomes (CLO):**

At the end of the course, the students will be able to:

1. Demonstrate your understanding of the nature of conflict and take steps to create co-operation.
2. Analyze the impact of conflict and benefits of dealing with difficult situation and conversations.
3. Adapt rapport-building behaviour.

**Syllabus**

**Teaching Hours**

<b>Unit I: Competition, Conflict and Collaboration</b> <ul style="list-style-type: none"> <li>• Understanding Conflict</li> <li>• Principles of Interaction</li> <li>• Dynamics of Competition</li> <li>• Nature of Collaboration</li> </ul>	06
<b>Unit II: Conflict in Organizations</b> <ul style="list-style-type: none"> <li>• Causes of Conflicts in Organizations &amp; Industry</li> <li>• Assertiveness and Aggression in Conflict</li> <li>• Cultural Influences in Conflict</li> <li>• Early warning signs of workplace conflict</li> </ul>	08
<b>Unit – III: Conflict Management</b> <ul style="list-style-type: none"> <li>• Conflict Management Strategies</li> <li>• Resolving Conflicts – Strategies and Systems</li> <li>• Self-Awareness for Conflict Management</li> <li>• Organizational Systems for Dealing with Conflict</li> <li>• Managerial Skills and Competences for Effective Conflict Resolution</li> </ul>	08
<b>Unit IV: Collaboration in Organizations</b> <ul style="list-style-type: none"> <li>• Working with and Adapting to Communication and Behavioural Styles</li> <li>• Building rapport</li> <li>• Toolkit: Building Co-operation: <ul style="list-style-type: none"> <li>○ Building and demonstrating trust</li> <li>○ Building and demonstrating integrity</li> <li>○ Straight talk and co-operative language</li> <li>○ Challenging perception</li> </ul> </li> </ul>	08

### **Suggested Readings:**

- 1 Bercovitch, J., and Jackson, R.D.W., Conflict Resolution in the Twenty-first Century: Principles, Methods, and Approaches. USA: University of Michigan Press.
- 2 Potter, B., and Frank, P., From Conflict to Cooperation: How to Mediate a Dispute. Berkley: Ronin Publishing.
- 3 Yankelovich, D., The Magic of Dialogue: Transforming Conflict into Cooperation. New York: Simon & Schuster.

w.e.f. Academic Year 2019-20 and onwards