

Antalya Bilim University
Department of Business Administration,
BUSI 462
Conflict Resolution
Spring Term

Office hours: All students are welcome

This course sets out to identify and examine the causes of conflict and to offer a range of practical techniques for resolving disputes. Skilled negotiation is often crucial and this course introduces a proven approach that is used widely by professional mediators and negotiators. You will have the opportunity to explore and practice key ideas using self-assessment, role play and discussion in a friendly and informal group setting. This course teaches participants how to manage emotions during conflict while working collaboratively toward a win/win resolution. Activities and exercises will help you develop your own conflict management skills.

Course book:

Griffith, D. B., Goodwin, C., Conflict Survival Kit: Tools for Resolving Conflict at Work, Pearson, 2nd ed., 2016, ISBN-13: 978-0-13-274105-7. The lectures will closely follow this textbook and therefore it is necessary for all students.

Recommended readings:

Additional reading material will be provided by the lecturer if necessary.

Developing Graduate Attributes

Students will be encouraged to develop the following graduate attributes by undertaking the course activities and mastering the course contents. These attributes will be assessed within the assessment tasks:

- skills involved in scholarly enquiry;
- an in-depth engagement with the relevant disciplinary knowledge;
- the capacity for analytical and critical thinking;
- the ability to engage in independent and reflective learning.

Academic Honesty and Plagiarism

Plagiarism is using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement. Any action/behavior against academic honesty and regulations (e. g. regulations on attendance) will be processed accordingly.

Assessment Criteria:

- 1) **Midterm (50%):** Students are responsible for all class material covered until the midterm exam. **MULTIPLE CHOICE or ESSAY or HOMEWORK.**
- 2) **Final exam (50%):** This exam is cumulative and will focus on all units and topics studied throughout the course, but emphasis will be on the topics covered after the midterm. **MULTIPLE CHOICE or ESSAY or HOMEWORK.**

Course Schedule

WEEK 1 The Nature of Conflict (Ch. 1)

WEEK 2 Preventing Conflict (Ch. 2)

WEEK 3 Approaches to Conflict (Ch. 3)

WEEK 4 Working toward Collaboration (Ch. 4)

WEEK 5 The Three Channels of Communication (Ch. 5)

WEEK 6 Listening to Resolve Conflict and Build Lasting Relationships (Ch. 6)

WEEK 7 The Communication Continua (Ch. 7)

WEEK 8 Midterm (the exact date will be announced later)

WEEK 9 Are You Capable? (Ch. 8)

WEEK 10 Opening the Doors to Conflict Resolution (Ch. 9)

WEEK 11 The Building Blocks of Collaboration (Ch. 10)

WEEK 12 Integrative Negotiation: Negotiating as Partners (Ch. 11)

WEEK 13 Overcoming Barriers to Integrative Negotiation (Ch. 12)

WEEK 14 Mediating Conflicts between Parties (Ch. 13)

Grading Policy:

Midterm exam 50%

Final exam 50%

Letter Grading:

- **Passing grade is 50 out of 100. Letter grades are TBA.**
- **ATTENDANCE IS A MUST TO ALL CLASSES.**
- **There will be IN CLASS PRESENTATIONS assigned to you.**
- **This syllabus is subject to change based on instructor's inquiry.**