

SARDAR PATEL UNIVERSITY
PROGRAMME: B.COM. (HONS') (3 Years)
(International Accounting and Corporate Banking & Insurance)
(Under Choice Based Credit System Based on UGC Guidelines)
Syllabus with effect from: December-2020
Semester: VI

Paper Code: UB06CCOH24	Total Credits: 3
Title of Paper: Conflict Management	
<p>Objective: Conflict has always been that conflict in any form is harmful and should be avoided at all cost. However, modern scholar and the corporate world at large are fast realizing that conflict is not as lethal as considered to be and if maintained within certain parameters. It can actually boost a company's growth. This course is designed for the postgraduate students of management as well as those pursuing similar professional courses. Besides, professionals and anyone keen on learning the various aspects of conflict and its management will find this book immensely useful.</p>	

Unit No.	Description in Detail	Weightage
1	<p>Introduction to Conflict Management</p> <ul style="list-style-type: none"> • Definition and sources of Conflict • Types of Conflict • Aspects of Conflicts (Functional and Dysfunctional Conflict) • Conflict Process (5 Stages) • Conflict Management 	25%
2	<p>Conflict at Work place</p> <ul style="list-style-type: none"> • Need for Conflict (Conflict in Organization, Conflict & Creativity, Idea Generation, Resolving Workplace Disagreements) • Conflict Resolution Techniques 	25%
3	<p>Levels of Conflict</p> <ul style="list-style-type: none"> • Intra-personal Conflict <ul style="list-style-type: none"> - Conflict due to frustration - Conflict due to goal • Interpersonal Conflict <ul style="list-style-type: none"> - Assessing Interpersonal Conflict - Stages of Interpersonal Conflict 	25%
4	<p>Managing Interpersonal, Organizational Conflict & Negotiations</p> <ul style="list-style-type: none"> • Behavioural style and conflict handling, dealing with difficult Subordinates. • Negotiations: <ul style="list-style-type: none"> - Bargaining Strategies - The Negotiation Process • Global Implications: <ul style="list-style-type: none"> - Conflict & Culture 	25%

Evaluation : Internal : 40 Marks (Theory)
: External: 60 Marks (Theory) – Two Hours Examination

Reference Books:

- Organizational Behaviour by Stephen P Robbins, Timothy A Judge, Neharika Vohra
- Corporate Conflict Management by Eirene Leela Rout & Nelson Omiko. Published by Pearson Prentice Hall.
- Organizational Behaviour by S S Khanka, S.Chand