

AMITY GLOBAL INSTITUTE

MODULE SYLLABUS

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| Course | Postgraduate Diploma in Business Administration (Finance) |
| Module Title | Negotiation and conflict management |
| Module Syllabus No. (if any) | BAM615 |
| Content | Negotiation and conflict management are the cornerstones of leadership. In order for managers to lead and administer any organisation effectively, they must be able to negotiate with both internal and external constituents in a way and manner that develops or maintains relationships, creates value and can be utilised cross-culturally. Similarly, managers must be able to identify different types of conflict, manage and harness conflict to make it beneficial to organisational and personal growth of key constituents. Further, managers must be able to identify those conflicts that require the use of dispute resolution and the different types of dispute resolution methodologies that are available. So, the module applies practical skills, complemented with substantive knowledge to round out the skill sets of the participants to make them highly effective leaders and managers. |
| No. of Teaching Hours | 30 |
| Teaching Methods | Lectures, tutorials, case-studies analysis, research journals and group discussion. |
| Assessment Methods and Weightages | One two-hour unseen written examination (70%) One 2,000 words assignment (30%). |
| Skills for Maximising Learning Outcomes | Reading and Research |
| Dates of Examinations, Major Assessments and Assignments | Please refer to www.london.ac.uk exam tables June, August/September, December and February/March |
| Recommended Text | Lewicki, Saunders and Barry, Negotiation, McGraw-Hill, 2014 (7th ed.) McShane and Glinow, Organizational Behaviour: Emerging Knowledge, Global Reality, McGraw-Hill, 2015 (7th ed.) |
| Additional Reference Texts (if any) | |
| Additional Remarks (if any) | - |

| No. | Learning Outcomes/Aims |
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| 1 | Judge and select methods of negotiation and alternative dispute resolution Define and critically evaluate the different types of strategies employed to become effective negotiators |
| 2 | Define and assess substantive and affective conflict as well as interpersonal conflict Demonstrate an understanding of how to manage conflicts in a way and manner that leads to constructive outcomes |
| 3 | Construct a coherent approach and evidence-backed argument for persuading another Identify cognitive biases that stand as barriers to effective negotiation and conflict management and the deception and biases that could limit one's own negotiation and conflict management skills |
| 4 | Communication skills (particularly, skills of persuading others) |
| 5 | Skills to be more effective in their roles within an organization by negotiating and managing conflict |
| 6 | The ability to manage conflict actively through reduction, elimination or avoidance |
| 7 | The ability to prepare effectively for a negotiation and reach mutually beneficial agreements |
| 8 | Research skills into negotiations and conflict management problems and the application of |

Note: All Information provided to Amity will be kept strictly confidential except for those required under statutory requirements and by government authorities and relevant university partners and accreditation bodies as part of the regulatory or course requirements.

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