PRST 336
Negotiation, Conflict Management and Alternative Dispute Resolution

COURSE DESCRIPTION

This course addresses the key concepts, models and practices that support negotiation, conflict management and dispute resolution in organizations across a variety of sectors (profit, public, non-profit, specialized). Increasing complexity, change and diversity around and within contemporary organizations has intensified the processes of negotiation, conflict management and dispute resolution among increasingly diverse internal and external stakeholders. The increased likelihood of expressed conflict combined with an emphasis on collaboration, mutual learning, mutual adjustment and consensus requires more complex and skillful forms of negotiation, conflict management and dispute resolution. The ability to effectively negotiate, manage conflict and make effective use of various dispute resolution processes is a key competency for managers and professional service providers across all sectors. Students will learn and practice the fundamental components of negotiation, conflict management and dispute resolution.

COURSE LEARNING OBJECTIVES

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

- Describe the key concepts, models and practices related to negotiation, conflict management and dispute resolution across multiple sectors (public sector, private sector, non-profit sector and specialized sectors)
- Explain the historical evolution, contemporary state and importance of negotiation, conflict management and dispute resolution in organizations
- Identify the key general steps, practices and tools within the process of negotiation, conflict management and dispute resolution
- Conduct a negotiation, conflict management process and mediation process

COURSE EVALUATION

- Quizzes
- Discussion Boards
- Individual Project - Briefing Paper and Presentation
• Application Project – Complete a negotiation, conflict management and mediation simulation

TOPICS

• The nature of negotiation and conflict
• Various types and perspectives on negotiation and conflict
• Negotiation
  o Bargaining strategy and tactics
  o Influence of perception, cognition and emotion
  o Communication
  o Ethical guidelines
• Conflict Management
  o Personal conflict management styles
  o Interests, goals and power
  o Analyzing conflicts
  o Interpersonal negotiation
  o Role of emotions
  o Forgiveness and reconciliation
• Dispute resolution
  o Third party intervention/support
  o Facilitation
  o Mediation
  o Arbitration
• Negotiation and conflict management across cultures

The professional briefing paper is due midway through the course and the final graded simulations will take place in the 2nd half of the course