

**Name of the Programme: MBA**

**Course Code: MGA-622**

**Title of the course: Negotiations and Conflict Management**

**Number of credits: 2**

**Effective from: 2022-23**

<b>Prerequisite for the course</b>	NIL	
<b>Objective:</b>	To equip participants with techniques of negotiation, collective bargaining and conflict management at workplace.	
<b>Content:</b>	<b>Unit I: Negotiating a Contract</b> Pre-negotiation - Preparing the Charter of Demands, Creating the Bargaining Team, Costing of Labour Contracts, The Negotiation Process - Preparing for Negotiation, Communication Style, Breaking Deadlocks, Strategy and Tactics/Games Negotiators Play, Closing Successfully, Negotiating Integrative Agreements, Reviewing.	10 hours
	<b>Unit II: Collective Bargaining</b> Definition, Characteristics, Critical Issues in Collective Bargaining, Theories of Collective Bargaining, Collective Bargaining in India: Role of Government, Levels of Bargaining, Agreements, Concept of Managerial Prerogatives, Challenges, Negotiation & Collective Bargaining, Approaches and Phases and Administration of the Agreement	10 hours
	<b>Unit III: Conflict and Grievance Management</b> Conflict Management and Conflict Dynamics, Role of Communication, Origins of Conflict, Dispute Prevention, Assessment of Conflict, Conciliation, Mediation, Causes/Sources of Grievances, Legislative Aspects of a Grievance Procedure, Grievance Resolution	10 hours
<b>Pedagogy:</b>	Lectures/ tutorials/laboratory work/ field work/ outreach activities/ project work/ vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-study/ Case Studies etc. or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning.	
<b>References/ Readings:</b>	1. Malhotra, D., M. Bazerman; Negotiation Genius; NY: Bantam Dell; 2008 or Latest edition. 2. Stone; Patton; Heen, Difficult Conversations; NY: Viking Press; 2010 or Latest edition 3. John Mattock; J Ehrenborg; How to be a better Negotiator; Kogan Page Publishing; 2012 or Latest edition 4. Deborah Kolb; Jessica Porter; Negotiating at Work: Turning Small Wins into Big Gains; Jossey-Bass; 2015 or Latest edition 5. Johnson C; Keddy J; Managing Conflict at Work; Kogan Page; 2010 or Latest edition	
<b>Course Outcomes:</b>	At the end of the course, the participants will be able to: <ul style="list-style-type: none"><li>• Use Tools of Collective Bargaining for Effective Negotiations</li><li>• Manage Conflicts at the Workplace</li><li>• Devise Systems for Grievance Management</li></ul>	