

**SARDAR PATEL UNIVERSITY**  
**Programme: FOURTH YEAR OF BCOM**  
**Semester: VIII**  
**Syllabus with effect from: December 2014 (BATCH 2011)**

<b>Paper Code:</b> UB08CCOM01	<b>Total Credits: 3</b>
<b>Title Of Paper:</b> Conflict Management	

Unit	Description in detail	Weightage (%)
<b>1</b>	<b>Introduction to Conflict Management:</b> Definition of Conflict, Sources of Conflict, Types of Conflict, Aspects of Conflicts (Functional and Dysfunctional Conflict), Conflict Process (5 Stages), Conflict Management	<b>25 %</b>
<b>2</b>	<b>Conflict at Work place:</b> Need for Conflict (Conflict in Organization, Conflict & Creativity, Idea Generation, Resolving Workplace Disagreements, Making Work Environment Creative), Conflict Resolution Techniques, Conflict Stimulation Techniques	<b>25 %</b>
<b>3</b>	<b>Levels of Conflict:</b> <b>Intra-personal Conflict:</b> Conflict due to frustration, Conflict due to goal Role Conflict and Ambiguity. <b>Interpersonal Conflict:</b> Assessing Interpersonal Conflict, Stages of Interpersonal Conflict, Behavioral Conflict Indicators. <b>Group/ Team Conflict:</b> Conflict & Group Processes, Group Development Approach, Concomitant Approach.	<b>25 %</b>
<b>4</b>	<b>Managing Interpersonal, Organizational Conflict &amp; Negotiations:</b> Behavioural Style and Conflict Handling, Dealing with difficult subordinates, Boss & Colleagues <ul style="list-style-type: none"> <li>• Negotiations: <ul style="list-style-type: none"> <li>○ Bargaining Strategies</li> <li>○ The Negotiation Process</li> </ul> </li> <li>• Global Implications: <ul style="list-style-type: none"> <li>○ Conflict &amp; Culture</li> <li>○ Cultural differences in Negotiations</li> </ul> </li> </ul>	<b>25 %</b>

**Basic Text & 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

