

**BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE, PILANI (RAJ.)**  
**INSTRUCTION DIVISION**  
**SECOND SEMESTER 2004-2005**  
**Course Handout (Part II)**

Date: 07/01/2005

In addition to part I (General Handout for all courses appended to the time table) this portion gives further specific details regarding the course.

**Course No.** : BITS C484  
**Course Title** : **Introduction to Conflict Management**  
**Instructor-in-charge** : **NIRUPAMA PRAKASH**  
**Instructors** :Ishwar Bhat, Ravi Prakash, B.V. Babu, S.K. Verma, Motilal Dash, Sangeeta Sharma, Usha Manjunath, Sajeev Chandran, Gaurav Dar, K.N. Sachdev, Neeru Maheshwari, R. Raghunathan, S. Maharana,

**1. Scope and Objective of the Course :**

To develop the knowledge and professional skills necessary to facilitate resolution of conflicts. Emphasis would be laid on skills and specific techniques to resolve inter-personal, organizational and community based conflicts. At the conclusion of the course, the student will understand the basic dynamics of conflict, most significant interventions used to manage conflict, benefits and costs of conflict, recognize his or her preferred style of conflict management and develop an understanding and appreciation of the conflict management styles of others.

2. **Text Book:** Mayer Bernad, The Dynamics of Conflict Resolution, San Francisco: Wiley Company, 2000

**3. Reference Books:**

- (a) Harris Peter and Ben Relly, (Eds.) Democracy and Deep-Rooted Conflict: Options for Negotiators, Sweden: IADA Hand book Series, 1998
- (b) John Davies and Edward Kaufman, Second Track/Citizens' Diplomacy – Concepts and Techniques for Conflict Transformation (Ed), Rowman & Littlefield Publishers, Inc., 2002.

**4. Course Plan:**

<b>Lec. No.</b>	<b>Learning Objectives</b>	<b>Topics to be covered</b>	<b>Ref. to Text Book Chs.</b>
1-5	To examine the relationship between gender, culture and conflict and to address the role of value system leading to social change.	<b>Introduction to Conflict Management: An Overview</b> Characteristics and dynamics of conflict Reasons for conflict The value of conflict in social change The different approaches to addressing and managing conflict.	Ch.4
6-11	To analyse the conflict from different perspective and try to identify the causes of differences.	<b>Conflict Analysis</b> Examining the history and impacts of a conflict Identifying the causes of conflict Identifying who the stakeholders are and their interests, Exploring stakeholder power and relationships	Ch.2,3, and Class Notes

12-16	To identify and define conflict situation, to search for alternative strategies to resolve conflict.	<b>Developing a Strategy for Managing Conflict</b> Assessment of options to address conflict Tools for determining the best strategy Incentives and methods in getting stakeholders to collaborate	Ch.10
17-24	To introduce the role of communication mediation and facilitation in managing conflicts	<b>Communication, Mediation and Facilitation</b> Active listening Skills in mediation and facilitation Roles of mediator and facilitator in conflict management Dealing with emotions and difficult situations	Ch.6, 9
25-34	To learn the skills of negotiation and arrive at win-win situation.	<b>Negotiating Agreements</b> Planning and preparing for negotiations Improving negotiation skills to enhance the negotiated results Joint problem solving approaches Building agreements	Ch.7
35-41	Explanation about building conflict management mechanism and to learn about various consensus building strategies for conflict anticipation prevention	<b>Conflict Anticipation and Prevention</b> Building conflict management mechanisms Consensus-building strategies	Ch.11

#### 4. Evaluation Scheme:

Component	Duration	Weightage	Date & Time	Venue	Remarks
Quiz-I		20%	To be announced		
Quiz-II		20%	To be announced		OB
Test-I	50 min.	20%	24/11 W-5	1236	
Compre	3 hrs	40%	8/12(AN)		

5. **Chamber Consultation Hour** : To be announced in the class.

6. **Course Notices** : Notices, if any, concerning the course will be displayed on the Humanistic Studies Group and Faculty Division – I (FD-I) Notice Board.

8. **Make-up**: Make-ups are not given as a routine. It is solely dependent upon the GENEUINENESS of the circumstances under which a student fails to appear in a scheduled test. However, PRIOR PERMISSION should be sought from to Instructor-in-Charge well in advance before the test.

9. **Any other item**: Students are strongly advised to attend the classes regularly and take the tests on the scheduled dates.

**Instructor-In-Charge**  
**BITS C484**