GENERIC ELECTIVE- CONFLICT AND CONFLICT MANAGEMENT AT WORK

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical /Practice		
GE Conflict and Conflict Management at Work	4	3	1	0	Class XII Passed	Nil

Learning Objectives

The Learning Objectives of this course are as follows:
- To develop the conceptual knowledge of the process of conflict
- To understand the causes of conflict in organizations
- To understand generational and gender differences in conflict handling styles
- To help learners comprehend the basic conflict management strategies and techniques
- To develop an understanding of managerial implications of creating a conflict-positive organizations

Learning Outcomes

After completing this course students will be able to:
- Recognize the causes of workplace conflict
- Analyse and assess sources of intergroup, intragroup, interpersonal and intrapersonal conflict
- Examine and understand values, perceptions, and assumptions related to their background and design ways to handle conflict in organizations at the interpersonal and intergroup levels.
- Suggest effective ways of dealing with cultural expectations and differences as well as navigate conflict situations arising due to gender and generational differences with ease.

Syllabus

UNIT – I Introduction (9 Hours)
Process of Conflict; The nature of conflict in organizations; Forms of conflict in Organizations (Intergroup, Intragroup, Interpersonal, Intrapersonal); Causes of Conflict in Organizations.

UNIT – II Conflict in Workplace (12 Hours)
Conflict in Organizations in the Indian Context; Conflict & Culture; Emerging paradoxes in the global workplace and Global Identity: Diversity, Convergence. Any one case study.

UNIT – III Conflict Management   (12 Hours)

Conflict management styles, Working across generations, Conflict handling styles of New Generation, Gender & Conflict Styles

UNIT – IV Negotiation   (12 Hours)

Negotiation Strategies, the process of negotiation; Individual differences in negotiation effectiveness; Third-Party Negotiations; Negotiating and Resolving conflicts in India, Indian approach to Conflict resolution; Cultural differences in negotiations.

Practical component (if any) – NIL

Tutorial Component   (15 Hours)

Suggestive Tutorial Activities
- Assessing conflict handling style using suitable tools
- Reflecting on personal conflict-handling styles, they tend to use in various situations.
- Experiential exercises e.g. 6 thinking hats, Prisoner's dilemma
- Role plays depicting negotiations from a position of either strength or weakness.
- Case studies highlighting navigating cultural differences to deal with conflict.

This is a suggestive and nt an exhaustive list of tutorials

Essential/recommended readings

Chatterji, M., Chatterji, M., & Sharma, K. (2023). Conflict prevention and peace management. Emerald Publishing Limited.

Mukherjee, J. (2014). Conflict resolution in multicultural societies: The Indian experience. SAGE Publications India.

Luthans, F., Luthans, B. C., & Luthans, K. W. (2021). *Organizational behavior: An evidence-based approach* (14th edn.) IAP.

Nelson, D.L & Quick, J.C. (2019). *ORGB*: *Organizational behavior* (6th Edn.). Mindtap Cengage.

Robbins, S. P., Judge, T. A., & Vohra, N. (2019). *Organizational behaviour* (18th edn.) Pearson India.

Suggestive Readings

Appelbaum, S. H., Bhardwaj, A., Goodyear, M., Gong, T., Sudha, A. B., & Wei, P. (2022). A study of generational conflicts in the workplace. *European Journal of Business and Management Research*, *7*(2), 7-15.

Hirsch, A. S.(2023, December 21). *How to manage intergenerational conflict in the workplace*. Welcome to SHRM | The Voice of All Things Work. https://www.shrm.org/in/topics-tools/news/employee-relations/how-to-manage- intergenerational-conflict-workplace

Lemay, C.P. (2023). *Millennials and conflict in the workplace: Understand the unique traits of the now generation.* NY: Routledge.

Jeong, H. W. (2009). *Conflict management and resolution: An introduction*. Routledge.

Kumar, A. & Singh, A.K. (2019). Conflict resolution: An analysis of the Gandhian approach, अयन, (April- June), 331-336.

Kumar, R. & Sethi, A.K. (2005). Negotiating and resolving conflicts in India. In R.

Kumar & A.K. Sethi. *Doing business in India.* Hampshire: Palgrave Macmillan.

Rahim, M. A., & Katz, J. P. (2020). Forty years of conflict: the effects of gender and generation on conflict-management strategies. *International Journal of Conflict Management*, *31*(1), 1-16.

Sinha, J. B. (2009). *Culture and organizational behaviour*. Sage.

Stohl, C., McCnn, R.M. & Abu Bakar, H. (2013). Conflict in the global workplace. In J.G. Oetzel & Ting-Toomey, S. *The Sage handbook of conflict communication* (pp. 713-736)*. Thomas, K. W. (2008). Thomas-Kilmann conflict mode. *TKI Profile and Interpretive Report*, *1*(11).

Weber, T. (1991). *Conflict resolution and Gandhian ethics*. The Gandhi Peace Foundation.

Note: **Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time.**