

Business Administration

Course Number: **BUAD 201**

Course Title: **CONFLICT**

Professors

Sylvie Vidailiac <i>Course Captain</i>	250-762-5445 x4617	K: B120C	svidailac@okanagan.bc.ca

Learning Outcomes

<p>Upon completion of this course students will be able to</p> <ul style="list-style-type: none"> differentiate integrative and distributive strategies and techniques to conflict management and negotiation. discuss the influence of emotions, perception, personality and culture on conflict and negotiation. apply negotiation skills to bargaining situations. discover the mediation process and techniques. apply selected communication-focused conflict management skills. assess strategies and tactics for addressing interpersonal conflicts and bargaining situations. compare ethical perspectives on power, persuasion and trust within a negotiation context.
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Course Objectives

This course will cover the following content:

<ul style="list-style-type: none"> The nature of conflict and negotiation Distributive bargaining strategies and tactics Integrative bargaining strategies and tactics Planning for negotiation Human factors in negotiation and conflict Power, persuasion, and influence Third party intervention Deception and dilemmas Multiparty and team negotiation Difficult negotiations Cross-cultural negotiations
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Evaluation

Preparation and Participation	20%
Term Test	10%
Learning journals	20%
Group Negotiation Analysis	20%
Final Exam*	30%
Total	100%

* Students must receive a **passing grade on the examination components of this course** in order to pass the course

Course Schedule

Date	Topic	Readings / in class activities	Assignments
	Tuesday Sept 5 College-wide Orientation Day Wednesday Sept 6 Classes Begin Monday Oct 9 Thanksgiving Day – <i>no classes</i> Monday Nov 13 Statutory Holiday for Remembrance Day – <i>no classes</i> Tuesday Dec 5 Last Day of Regularly-scheduled Classes		

