

10th SRH INTERNATIONAL WEEK 2019: Course description

Title of Course:	Conflict Management – Practical Applications
Language:	English
Course Type:	Seminar
Work Load:	20 hours (including exams on Friday)
Lecturer Position Home University Email Phone:	Walter O’Leary and Neil Van Dokkum Lecturers Waterford Institute of Technology -Ireland woleary@wit.ie nvandokkum@wit.ie
Course description/ Contents:	What is Conflict? Personal Conflict. Identifying Workplace Conflict. Positional Bargaining and Interest Negotiation. Your Conflict Personality
Learning outcome:	On completion of the module, students will be able to: Analyse conflict in the workplace. Understand the theories of conflict and how they can be resolved through the practice of mediation and negotiation. Demonstrate how the student mediator/negotiator – through the application of effective listening, communication and reflective skills – can promote workplace harmony.
Examination:	The final assessment will consist of a team based exercise whereby students will be presented with a hypothetical scenario relating to a cultural misunderstanding within the workplace. Students must then engage in mediation role play in order to achieve a solution. The will be assessed on their completion of the assigned task and the practical application of the skills acquired throughout the course.
4 questions to be prepared by the students prior to arrival:	<ol style="list-style-type: none"> 1. What is ‘cultural diversity’? 2. How might ‘cultural diversity’ contribute to workplace disputes/misunderstanding? 3. What are the traditional methods of dispute resolution? 4. Why is mediation/negotiation particularly suitable to the resolution of cultural disputes within the workplace?
Essential reading:	http://www.mediate.com http://www.themii.ie/about-mediation/sectors/workplace-mediation http://employmentrightsireland.com/the-art-of-mediation-in-employment-disputes/ https://www.eurofound.europa.eu/observatories/eurwork/comparative-information/national-contributions/germany/germany-individual-disputes-at-the-workplace-alternative-disputes-resolution J.A. Wall Jr. J.B. Stark and R.L. Standifer, Mediation: A Current Review and Theory Development, The Journal of Conflict Resolution: Vol 45 – No. 3 (June 2001) pp 370-391 Sage Publication. (pdf/handout)