

Business Administration

Course Number:	BUAD 201
Course Title:	CONFLICT RESOLUTION AND NEGOTIATION
Credits:	3
Calendar Description:	This course focuses on interpersonal communication theory and skills required to interact effectively with others, plan and conduct interviews and meetings, develop relationships with diverse clients and colleagues, resolve conflict, manage and respond to anger, and negotiate effectively in the work environment. Students will learn to approach the client relationship and the resolution of conflicts cooperatively and collaboratively. (also offered by Distance Education)
Semester and Year:	Winter 2015
Prerequisite(s):	No
Corequisite(s):	No
Prerequisite to:	No
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	Required - BBA, Human Resources Management option Elective - Diploma, Human Resources Management option

Professors

Name	Phone number	Office	Email
Sylvie Vidaillac	762-5445 #3241	Kelowna: E227	svidaillac@okanagan.bc.ca

Learning Outcomes

Upon completion of this course students will be able to:

- Develop critical interpersonal skills for effective client and colleague communication and the prevention and/or resolution of conflicts within the workplace
- Demonstrate competency in the use of various communication-focused conflict management skills (collaborative language, questioning, clarifying, listening, asserting, problem-solving,

Evaluation Procedure

Participation	25%
Assignments	25%
Case analysis	20%
Final Exam	30%
Total	100%

Notes

Your individual participation mark is made of a combination of multiple components like in class assessments and activities, contribution to class and cases discussions, and dedication to your own learning through role plays and simulations – Refer to evaluation guidelines for more details.

All assignments and graded case analysis are mandatory.

Final exam is mandatory. It can comprise cases or scenarios analysis, multiple choice questions, true-false-why questions and development questions. You must achieve a passing grade (50%) at the final exam to be able to pass the course.

Required Texts/Resources

Mandatory:

Mandatory : Essentials of Negotiation, Authors: Lewicki; Barry; Saunders; Tasa, Division : McGraw-Hill Higher Education / ISBN-13: 978-0-07-097996-3 © 2011 | Canadian Edition

- Negotiation – Custom course package to accompany Essentials of Negotiation, Lewicki, McGraw-Hill Higher education /ISBN-13: 9781259272707

Strongly Recommended:

- Getting to Yes: Negotiating Agreement Without Giving In / Fisher & Ury / Publisher: Penguin (Non-Classics) (December 1, 1991) / ISBN-13: 978-0140157352
- Beyond Reason / Roger Fisher & Daniel Shapiro / Publisher: Viking Adult (October 6, 2005) ISBN-13:978-0670034505
- Introduction to type, Myers Isabel Briggs
- Introduction to Type® in Organizations / Myers Brigg

Course Schedule

Date	Topic	Textbook
Week of:	Mon. Jan 5 Classes begin	

SKILLS ACROSS THE BUSINESS CURRICULUM

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

STUDENT CONDUCT AND ACADEMIC HONESTY

What is the Disruption of Instructional Activities?

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with