

# International Summer School- Manipal University Jaipur [ISSMUJ]-2023

[Hybrid Mode]



## Course Overview

### Name of Course- Conflict Resolution

Name of instructor: Dr Aanyaa Chaudhary

Session: May-July 2023

Language of instruction: English

Number of contact hours: 36

Credit awarded: 03

Pre-requisite: NA

### Objective of Course/Project

- Understand the meaning of conflict and conflict resolution.
- Understand the phases of the conflict resolution process.
- Understand the five main styles of conflict resolution.
- Be able to adapt the process for all types of conflicts.
- Be able to break out parts of the process and use those tools to prevent conflict.
- Be able to use basic communication tools, such as the agreement frame and open questions.
- Be able to use basic anger and stress management techniques

### Syllabus:

1. Introduction to Conflict resolution.
2. Conflict Resolution Styles with the Thomas-Kilmann
3. Creating an Effective Atmosphere
4. Creating a Mutual Understanding
5. Focusing on Individual and Shared Needs
6. Getting to the Root Cause
7. Generating Options
8. Building a Solution
9. The Short Version of the Process
10. Additional Tools

### Organization of Course

Total contact Hours: 36		
1st week:	10 hrs (classes)	2 hrs (self-study/project)
2nd week:	10 hrs (classes)	2 hrs (Mid-term exam/assessment/discussion)
3rd week:	10 hrs (classes)	2 hrs (self-study/project)
4 <sup>th</sup> week:	6 hrs (Classes)	2hrs (End term exam)

**Mode of lectures:** Hybrid mode lecture/videos/case study/ discussion/ workshop/ hands-on

### Course/Project Plan

Lecture no.	Topic	Lecture mode	Instructor
L: 1-3	Introduction to Conflict resolution.		
L: 4-5	Conflict Resolution Styles with the Thomas-Kilmann		
L: 6-7	Conflict Resolution Styles with the Thomas-Kilmann		
L: 8-9	Conflict Resolution Styles with the Thomas-Kilmann		
L: 10-12	Creating an Effective Atmosphere		
L:13-15	Creating a Mutual Understanding		
L:16-18	Focusing on Individual and Shared Needs		
L: 19-21	Getting to the Root Cause		
L: 22-23	Getting to the Root Cause		
L: 24-27	Generating Options		
L: 28-30	Building a Solution		
L: 31-33	The Short Version of the Process		
L: 34-36	Additional Tools		

### Brief profile of the instructor



Dr Aanyaa Chaudhary

Assistant Professor

TAPMI School of Business

Specialization in Human Resource Management