

Subject Code: 1MS3010674	Subject Title: Conflict and Negotiation Management
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1. Course Objectives and Outline:

As per Industrial relations in today's world, conflict of interests especially between employees and employers are become more common and even drastically increases day by day. Strikes, Lockouts and Layoff are become more familiar terms for every ones. Conflict management and negotiation skill become essential for an effective H.R. Manager. Persuasion skills, dealing with grievances and resolving disputes are the part of daily's life of any H.R. Manager. This course will help students in certain ways: 1.To develop fundamental knowledge about Industrial relations and its different aspects. 2. To develop fundamental knowledge about types and sources of conflicts and mechanisms to resolve it. 3. To learn practical application techniques to resolve industrial disputes and grievance.

2. Teaching Scheme (Hours per week)

Lecture (Hrs.)	Tutorial	Practical	Credit	Evaluation Scheme (Marks)		Total
				University Assessment	Internal Assessment	
4	-	-	4	60 Marks	40 Marks	100 Marks

3. Syllabus

Module No.	Contents	Total Hours	Weight
1	Industrial Dispute Act, 1947, Industrial Discipline-Standing orders, Service Rules, Code of discipline; Industrial employment (Standing Orders) Act, 1946, Law related to Industrial Discipline, Principles of Natural Justice.	12	25%
2	Industrial disputes- causes and effects; Strikes and Lockouts- Concept, types, legal and illegal strikes and lockouts, Methods of Settling Industrial Disputes,, Conciliation, Arbitration and Adjudication – Mediation and Conciliation, Adjudication, importance, types, labour courts, industrial tribunal.	12	25%
3	Collective Bargaining; Concept, approaches, types, perquisites and process-Collective agreements Negotiation skills. Legislation Concerning Settlement of Industrial Disputes Act, 1947, Lay-off, Retrenchment and Closure, Recommendations of the Second NCL (2002).	12	25%
4	Schemes of Workers' Participation in Management in India, Work Committees (1947), Joint Management Councils (1958), Board Level participation (1970), Unit Councils and Joint Councils in Public Sector (1977), Grievance; Concept, Significance, Workplace harassment- Sexual Harassment of Women at Workplace Bill, 2010	12	25%

4. Course Pedagogy

The pedagogy of the subject involves Lectures, Role Plays, Case Discussions, Real life Business Scenarios. Students will be given group tasks and assignments. In Movie based learning, students will watch a movie based on management concept and required to submit an assignment which will be part of their continuous evaluation process.

5. Suggested Readings

a. Books

- 1 Industrial Relations, Trade Unions and Labour Legislation; by P.R.N. Sinha, Indu Bala Sinha and Seema Priadarshini Shekhar, Pearson Education, New Delhi.
- 2 Labour Laws for Managers; by B. D. Singh, Excel Books, New Delhi.
- 3 Industrial Relations; by C.S. Venkata Ratnam, Oxford University Press, New Delhi.
- 4 Labour and Industrial Laws; by P.K. Padhi, PHI Learning Private Limited, New Delhi.

b. Journals/Magazines

- Indian Journal of Industrial Relations.
- Journal of Human Values.
- HRM Review.
- Indian Journal of Training and Development.
- The IUP Journal of Management Research.
- Business India/India Today/Outlook.

6. Evaluation Scheme

Sr. No.	Component	Weight
1	University Examination	60%
2	Internal Assessment -Depending on the need and objectives of the subject, internal assessment should include minimum three of the following sub-components; <i>Class Test, Quiz, Assignments, Case Presentation, Class Participation, Projects, Team/Individual Assignments.</i> -The weightage of a sub-component should not exceed 50% of internal assessment component weight. -The bifurcation of sub-components shall be communicated by the instructor before commencement of the academic sessions.	40%