

Branch Name:	MANAGEMENT (Public Administration)
Program Code:	MS201
Course Name:	Leadership Styles and Conflict Management
Course Code:	2MS2010365T
Pre-requisite Course:	Leadership, Management

Course Objectives:

- 1) State the meaning and types of Leadership
- 2) State the Qualities and nature of Leadership
- 3) Application of Conflict management with it's level
- 4) Negotiation Meaning and techniques

Teaching and Examination Scheme:

Teaching Scheme (Hours per week)				Evaluation Scheme (Marks)				
Lecture (L)	Tutorial (T)	Practical (P)	Credit	Theory (Marks)		Practical (Marks)		Total (Mar ks)
				University Assessment	Continuous Assessment	University Assessment	Continuous Assessment	
4	-	-	4	60	40	-	-	100

Subject Contents:

Sr No.	Topic	Total Hours	Weightage (%)
1	Meaning of Leadership, Types of Leadership, Qualities and Functions of Leadership, Leadership Styles viz Autocratic style, Democratic style and Laissez Faire style	10	20%
2	Nature and Causes of Organizational Conflicts, Conflicts in an Organisation: Types and Levels of Conflicts, Criteria for Conflict Management.	10	20%
3	Bargaining strategies in negotiation, Negotiation process Stages, Techniques of Negotiations: Third-party Negotiations	10	20%
4	Styles of Handling Interpersonal Conflicts and Managing Conflict Management Process: Case Studies, The Arbitration and Conciliation (Amendment) Act, 2015	10	20%
5	Case Studies: Styles of Handling Inter-Personal Conflicts and Managing Conflict Management Process-Case Studies, The Arbitration and Conciliation (Amendment) Act, 2015.	08	20%

Text Books:

1. Bernard M. Bass, 1985, Leadership and Performance Beyond Expectations, Free Press, New York.

Reference Books:

1. C.K.W. De Dreu & E. Van de Vliert (Eds.), 1997, Using Conflict in Organizations, Sage, London.
2. D.G. Pruitt & P.J. Carnevale, 1993, Negotiation and Social Conflict, Open University Press, England.
3. Deepak Malhotra, 2016, Negotiating the Impossible: How to Break Deadlocks and Resolve Ugly Conflicts (without Money or Muscle). Berrett-Koehler Publishers, Oakland CA

List of Open-Source Software/learning website:

1. “Management Concepts and Applications/Management” available on
2. https://en.wikibooks.org/wiki/Management_Concepts_and_Applications/Management
3. <http://www.managementconcepts.com/>
4. http://www.managementstudyguide.com/planning_function.htm

LAB/Practical

1. Students should be taken to Industrial Visit to understand management process
2. Expert talk from Managers can be arranged for students to understand Manager’s role

Course Learning Outcomes (CLO): On completion of this course, the students will be able to:

CLO	Description	Bloom’s Taxonomy Level
CLO1	To understand the basic leadership style like autocratic style, Democratic style and Laissez Faire style	1 Remember,2 Understand
CLO2	To study the concept of conflict with its level	2 Understand,4 Analysis
CLO3	To understand the negotiation meaning and it’s stages	2 Understand
CLO4	The Arbitration and Conciliation (Amendment) Act, 2015	1 Remember,2 Understand
CLO5	To implement the conflict management process with practical example	4 Analysis 3 Apply
CLO6	Students have knowledge about leadership style and conflict management so in future they can solve any issue regarding this	6Create, 3Apply, 5 Evaluate

Mapping of CLOs with POs & PSOs

Course Learning Outcomes	Program Outcomes (POs)								Program Specific Outcomes (PSOs)	
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2
CLO1	H					H				M
CLO2	M	H			M				M	
CLO3	H			M						H
CLO4		M								H
CLO5	M	H					M		L	M
CLO6	M		H					H	H	H

H: High, M: Medium, L: Low
