

Branch Name:	MANAGEMENT (Human Resource Management)
Program Code:	MS301
Course Name:	Conflict and Negotiation Management
Course Code:	2MS3010874T
Pre-requisite Course:	Basics of Human resource management

Course Objectives:

- 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.

Teaching and Examination Scheme:

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

Subject Contents:

Sr No.	Topic	Total Hours	Weightage (%)
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	10	20%
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.	10	20%
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).	10	20%
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	10	20%
5	Contemporary Issues: Cross-cultural Negotiations, Virtual Communication, Ethical Considerations, Power Dynamics, Negotiating in Crisis Situations, Environmental Sustainability, Legal and Regulatory Compliance, Data Privacy and Security, Emotional Intelligence, Gender and Diversity Dynamics	8	20%

Text Books:

1. Industrial Relations; by C.S. Venkata Ratnam, Oxford University Press, New Delhi.

Reference 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. Labour and Industrial Laws; by P.K. Padhi, PHI Learning Private Limited, New Delhi

List of Open Source Software/learning website:

1. <https://labour.gov.in/labour-law-reforms>
2. <https://iclg.com>
3. <https://www.comply4hr.com/>

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

Journals/Magazines

1. Indian Journal of Industrial Relations.
2. Journal of Human Values.
3. Indian Journal of Training and Development.

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

CLO	Description	Bloom's Taxonomy Level
CLO1	Understanding the principles, strategies, and tactics effective negotiators use will help to become more confident as choose a negotiation strategy that will help to accomplish your goals.	2.understanding 3.Apply
CLO2	To examine four phases in the negotiation process and how to implement each phase to accomplish an effective negotiation.	4.Analyse
CLO3	To Consider how to negotiate as the underdgo in business-to-business transactions. Transformational negotiations can go beyond providing a win-win solution to a problem; they can help build alliances	5.Evaluate
CLO4	To familiar with ways to diagnose conflict and apply new strategies for solving the problems associated with conflict.	1.Remembering 3.apply 6 create
CLO5	Aspects of culture that may affect negotiations include language, dialect, societal norms, business etiquette, religion, values, cuisine, hygiene, comfort, and personal preferences.	2. Understand 3. Apply ,5,evaluate
CLO6	Involved in a two-way communication with the purpose of reaching an agreement. The same skills diplomats use to negotiate international peace agreements will help you become a more effective business negotiator.	6.Create 4.Analyse

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	H	M	M		H	M	
CLO2		H		M	L		H	L	H	
CLO3	M		H		M	H		H	H	M
CLO4		H	H	L		M	L		M	
CLO5	H	M	M		H	M	H	H	M	M
CLO6	H					H		M	H	

H: High, M: Medium, L: Low
