

COURSE RECORD

Code	BA 445
Name	Negotiation and Organizational Conflict Resolution
Hour per week	3 (3 + 0)
Credit	3
ECTS	5
Level/Year	Undergraduate / 3-4
Semester	Fall
Type	Elective
Prerequisites	-
Description	This course provides a comprehensive introduction to concepts in negotiation, interpersonal effectiveness, and organizational conflict resolution. Various types of negotiations including integrative (win/win approach), distributive (win/lose approach) and various iterations of these two extremes will be explored. In addition, communication (face to face, virtual, and verbal/nonverbal), emotion/perception (psychological intangibles), team/multiparty negotiations, international negotiations and cultural differences will be discussed.
Objectives	<p>Describe theories and research related to negotiation and conflict management.</p> <p>Infer the role of communication in conflict, negotiation processes, and the components of conflict that lead to constructive or destructive negotiation patterns.</p> <p>Evaluate the effectiveness and appropriateness of strategies, methods, and responses that are appropriate to a given conflict situation.</p> <p>Recommend effective conflict management communication for a given situation.</p>
Learning Outcomes	<p><i>By the end of the course, the student will be able to</i></p> <p>L01. Distinguish among different negotiation models and assess the utility of these models and apply them, in a range of contexts.</p> <p>L02. Engage constructively in integrative negotiation and collaborative problem solving.</p> <p>L03. Create value through the negotiation process, and garnering a fair share of that value.</p> <p>L04. Infer, appreciate and address the impacts of values, culture, power, and gender on negotiation.</p> <p>L05. Identify ways to address diversity and inclusion, in negotiation situations.</p> <p>L06. Interpret and apply an ESR framework (Ethics, Sustainability and Responsibility) to negotiation situations</p>

CONTRIBUTION TO PROGRAMME OUTCOMES*

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
L01	0	4	0	0	0	1	4	1	5	0
L02	0	3	1	0	1	5	5	1	4	0
L03	0	4	0	0	5	4	5	0	0	0
L04	5	1	0	1	5	5	5	0	2	1
L05	5	0	0	0	3	4	5	0	3	0
L06	0	1	3	0	1	2	5	1	5	2

* Contribution Level: 0: None, 1: Very Low, 2: Low, 3: Medium, 4: High, 5: Very High

COURSE CONTENT DETAILS

Topics	Outcomes
Distributive Negotiation, Competitive Arousal	L01, L02
Conflicts Within & Between Groups	L03, L04
Conflict Transformation	L01, L02
Conflict Resolution Theory	L01, L02
Communication Conflict Resolution	L01, L02
Integrative Negotiation, how to collaborate for better outcomes	L02, L03
Perception, Cognition, Emotion	L04
Ethics & Influence, Expressing Appreciation/Building Affiliation	L06
Power, Choosing a role, negative emotions, being prepared	L06
Relationships, Diversity, Gender, Culture & Successful Conflict Resolution	L05

DERS BİLGİLERİ

Kodu	BA 445
İsmi	Uzlaşma ve Örgütsel Çatışma Çözümü
Haftalık Saati	3 (3 + 0)
Kredi	3
AKTS	5
Seviye/Yıl	Lisans/ 3-4
Dönem	Güz
Dersin Dili	İngilizce
Tip	Seçmeli
Ön Şart	-
İçerik	Bu ders, uzlaşma, kişilerarası etkinlik ve örgütsel çatışma çözme kavramlarına kapsamlı bir giriş sağlar. Bütünleştirici (kazan / kazan yaklaşımı, yıkıcı (kazan / kaybet yaklaşımı) ve bu iki uç noktanın çeşitli yinelenmelerini içeren çeşitli uzlaşma türleri incelenecektir. Buna ek olarak, iletişim (yüz yüze, sanal, ve sözel / beden dili yoluyla), duygu / algı (psikolojik maddi olmayan varlıklar), takım / çok partili uzlaşmalar, uluslararası uzlaşmalar ve kültürel farklılıklar ele alınacaktır.