UNIVERSITI TEKNOLOGI MARA
CSM554: CONFLICT MANAGEMENT AND NEGOTIATION STRATEGIES

Course Name (English)	CONFLICT MANAGEMENT AND NEGOTIATION STRATEGIES `APPROVED`
Course Code	CSM554

MQF Credit	4

Course Description	This course will help students to understand the nature of conflict and its relationship to negotiation, to engage in systems thinking, and to recognize the primary aspects of managing, resolving, and avoiding conflict. They will also learn on how to select appropriate negotiation styles to particular circumstances and individuals. Furthermore, students will also learn how to apply their knowledge of conflict and theories of personality in understanding the four major negotiation styles.resolving, and avoiding conflict. They will also learn on how to select appropriate negotiation styles to particular circumstances and and individuals. Furthermore, students will also learn how to apply their knowledge of conflict and theories of personality in understanding the four major negotiation styles

Transferable Skills	Independent and Critical Thinker Solution Provider

Teaching Methodologies	Lectures, Blended Learning, Case Study, Presentation

CLO	CLO1	Evaluate the nature of conflict and its relationship to negotiation in organizations.
	CLO2	Analyze the appropriate style of negotiation in managing conflict
	CLO3	Demonstrate effective decision making in conflict management and negotiation.

Pre-Requisite Courses	No course recommendations

Reading List	**Recommended Text**	• **Barbara A. Budjac Corvette 2014, *Conflict Management: Pearson New International Edition*, New International Edition Ed. [ISBN: 129203999X]**
	Reference Book Resources	• **Peter Condliffe 2016, *Conflict Management* [ISBN: 9780409342963]**
		• **Sinisa Vukovic 2015, *International Multiparty Mediation and Conflict Management*, Routledge [ISBN: 9781138809581]**
		• **Susan S. Raines 2013, *Conflict Management for Managers*, John Wiley & Sons [ISBN: 0470931116]**

Article/Paper List	This Course does not have any article/paper resources
Other References	This Course does not have any other resources