

Course	
Course Number	7534
Exam Number	7534
Course Frequency	Summer Semester
Duration	1 Semester
Contact Hours per Week	2
Teaching and Learning Forms	Seminar
ECTS Credit Points	2,5
Workload	62,5 hours <ul style="list-style-type: none"> - Attendance time in courses: 28 hours - Self-study: 34,5 hours
Language	English
Course Responsibility	Prof. Dr. Keren-Miriam Adam
Prerequisites for Participation	None
Content	<p>Conflicts between colleagues can appear in various forms. They can burden the personal so as professional interactions and harm the productivity. Knowing how to manage a conflict successfully and effectively is certainly one of the most important skills that employees and employers can learn and use.</p> <p>Along the lessons different strategies for uncovering hidden agendas, facilitating effective work relationships so as conflict resolution will be presented and trained. The social sustainability as a concept for negotiation philosophy will be discussed and applied in role plays sessions.</p>
Target Competencies	<p>Identifying and analysing conflict styles and their causes.</p> <p>Understanding the impact of conflicts on effective work relationships.</p> <p>Learning and implementing negotiation strategies to resolve conflicts.</p> <p>Training “active listening” as an inter-communicative skill</p> <p>This course thus imparts competencies at level 1 of the Qualifications Framework for German Higher Education Qualifications (HQP) at Bachelor level. This applies in particular to the following areas:</p> <ul style="list-style-type: none"> - Knowledge and understanding - Use, application and creation of knowledge

Course	Managing Diverse Conflicts
	<ul style="list-style-type: none"> - Communication and cooperation - Scientific self-perception / professionalism
Examination and Course Achievement	The primary form of examination is the presentation.
Basic Literature	<p>Hall, Lavinia (1993): Negotiation: Strategies for Mutual Gain. Sage Publications, Inc.</p> <p>Weiss, Stephen E. (1994): Negotiating with 'Romans', Management Review. 35(2): 51-61.</p> <p>Kolb, Deborah (2000): Shadow Negotiations: How Women Can Master the Hidden Agendas That Determine Bargaining. Simon & Schuster.</p> <p>Rowe, M. (1990): Helping people help themselves: An option for complaint handlers. Negotiation Journal, 6, 3, 239-248.</p>