Department: Business Administration		Program: MBA	
Course Name	Effective Communication & Conflict Management	**Course Code**	BUS 624
Pre-requisite	Not Applicable	Credit Hours	3

Brief Description

⭲ This course provides the practitioner with the knowledge, skills, and behaviors a contemporary manager needs to communicate with other individuals and parties to negotiate and solve emerging conflicts. This includes diagnosing the root causes of the conflict, powerful negotiation practices, determining alternative dispute resolution, and choosing the best alternative to resolve the conflict on a continuum basis

Course Objectives

After completion of this course the student will be able to:

⭲ Demonstrate their knowledge in addressing communication concepts, approaches and models.

⭲ Demonstrate their knowledge in addressing conflict concepts, approaches and models.

⭲ Compare effective communication strategies.

⭲ Compare effective conflict resolution strategies.

⭲ Select effective communication and conflict resolution practices.

⭲ Analyze an effective decision-making process.

⭲ Evaluate workforce diversity, inclusion and intercultural differences, and its role in communication.

Course Learning Outcomes

⭲ Distinguish between concepts, principles, and theories of communication and conflict management

⭲ Apply the concepts, principles, and theories in different communication and conflict management

⭲ Demonstrate written communication skills

⭲ Have oral communication skills

⭲ Have skills of using computer applications in communication and conflict management

⭲ Have scientific research skills in the field of communication and conflict management

⭲ Have the skills of critical thinking and analysis in the fields of communication and conflict management

⭲ Have the skills in strategic thinking and finding solutions in communication and conflict management

⭲ Believe, and practice sustainability

- Have the skills of leadership, teamwork, and decision making in communication and conflict management
- Have the ability to distinguish between ethical issues in communication and conflict management
- Have the competence of social responsibility in the fields of communication and conflict management
- Have the competence to deal with cultural diversity in communication and conflict management

Course Topics

- Introduction to communication and conflict management
- The skills and behaviors of great conflict managers
- Theory to practice: the root causes and cures of conflict
- The power of negotiation: essential concepts and skills
- The alternative dispute resolution process continuum
- Embracing diversity, inclusion, and intercultural communication skills
- Reducing employee conflict
- Creating collaborative teams and organizations
- Organizational dispute system design
- Principles and systems for superior customer service
- Public policy decision making and collaboration
- Facilitating meetings and large group decision-making process

Text Book

- Raines, Susan S. Conflict Management for Managers. Rowman & Littlefield Publishers, 2019

Additional References

- Wilmot, William and Hocker, Joyce (2018). Interpersonal Conflict, 10th Edition, McGraw Hill

Online Resources

- EBSCO or and other Data base at University Library: https://sdl.edu.sa/SDLPortal/ar/ViewPublisher.aspx?p=7

Course Outline

Week	Hours	Topics	Remarks
1	3	Introduction to communication and conflict management	
2	3	The skills and behaviors of great conflict managers	
3	3	Theory to practice: the root causes and cures of conflict	
4	3	The power of negotiation: essential concepts and skills	
5	3	The alternative dispute resolution process continuum	
6	3	Embracing diversity, inclusion, and intercultural communication skills	

7	3	Reducing employee conflict	
8	3	**Midterm**	
9	3	Creating collaborative teams and organizations	
10	3	Organizational dispute system design	
11	3	Principles and systems for superior customer service	
12	3	Public policy decision making and collaboration	
13	3	Facilitating meetings and large group decision-making process	
14	3	Facilitating meetings and large group decision-making process	
15	3	Presentation	

Measurement and Assessment Tools															
			Knowledge	Skills						Values					
Assessment Tools	Grades	Week	Identify and apply	Written	Oral	Information Technology	Research	Critical thinking	Strategic thinking	Sustainability	Leadership	Ethics	Corporate Social responsibility	Cultural diversity
Midterm Exam	20	9	X											
Case Study	10	12		X				X	X	X	X	X	X	X
Project	20	15		X		X	X	X	X	X	X	X	X	X
Presentation	10	15			X	X								
Final Exam	40	TBD	X											
Total	100													

Approved by Department Chair	**Date of Approval**

Additional Information: Updated every Semester by Course Instructor	
Course Instructor	
Department	
Phone No.	
Extension No	
Email	
Office Hours	