

# BUS 0278 - NEGOTIATION, CONFLICT RESOLUTION AND PEACEBUILDING IN THE WORKPLACE

## Catalog Description

Hours: 27 lecture

Description: Develop skills necessary for effective conflict resolution and confrontation management in the workplace. Explore resolution styles, and negotiation techniques, understand the nature, causes, and levels of conflict in the workplace. Learn practical techniques for resolving or managing conflict in positive ways; and apply cross-cultural approaches to promote workplace civility and peacebuilding. (CSU)

## Course Student Learning Outcomes

- CSLO #1: Develop and demonstrate skills to support effective workplace interactions including: emotional intelligence, adaptability, civility, communication, and teamwork.
- CSLO #2: Assess conflict situations and apply various conflict management strategies.
- CSLO #3: Identify principles and techniques involved in interest-based negotiation and apply them effectively in workplace conflict resolution scenarios.

## Effective Term

Fall 2025

## Course Type

Credit - Degree-applicable

## Contact Hours

27

## Outside of Class Hours

54

## Total Student Learning Hours

81

## Course Objectives

1. Identify and Explain Types and Sources of Conflict.
2. Explain different theories and models of conflict resolution, such as win-win negotiation, principled negotiation, and interest-based negotiation.
3. Evaluate the effectiveness of various conflict resolution strategies in different contexts.
4. Develop Effective Communication Skills for Conflict Resolution:
  - a. Enhance verbal and non-verbal communication skills to effectively express needs, interests, and concerns during conflict situations.

b. Practice active listening techniques to understand others' perspectives and foster empathy in conflict resolution.

### 5. Apply Negotiation Techniques and Strategies:

a. Learn fundamental negotiation principles and strategies, including BATNA (Best Alternative to a Negotiated Agreement), ZOPA (Zone of Possible Agreement), and anchoring. b. Apply negotiation techniques such as framing, brainstorming options, and managing concessions in simulated negotiation exercises.

### 6. Develop strategies for managing emotions effectively during conflict resolution and negotiation processes.

### 7. Identify strategies for navigating power dynamics and promoting fairness and equity in negotiations.

### 8. Practice Collaborative Problem-Solving and Decision-Making.

### 9. Identify and apply approaches to peacebuilding at work.

## General Education Information

- Approved College Associate Degree GE Applicability
- CSU GE Applicability (Recommended-requires CSU approval)
- Cal-GETC Applicability (Recommended - Requires External Approval)
- IGETC Applicability (Recommended-requires CSU/UC approval)

## Articulation Information

- CSU Transferable

## Methods of Evaluation

- Objective Examinations
  - Example: Multiple choice and fill-in exam with questions to measure students understanding of the language of the course. (e.g. List sources of conflict)
- Skill Demonstrations
  - Example: Role play activities where students demonstrate application of negotiation skills. Students evaluated on active listening skills, and empathetic responses.

## Repeatable

No

## Methods of Instruction

- Lecture/Discussion
- Distance Learning

Lecture:

1. Instructor lectures about mindfulness to create a culture of peace and cooperation at work. Students interact with the lecture by following a worksheet designed to reflect on the learning material and think about their own workplace. For example, Reflect on your own department's or organization's practices, which would you consider to be the most influential in building peace and cooperation? Throughout the lecture students are asked to pause and reflect, then share with a partner.

Distance Learning

1. Practice is an essential component to learning in this course. To encourage active participation, students will be required to interact

using the Harmonize discussion board. Audio and video submissions will be required. For example, students will be given a scenario and role play. In a video post, students must practice describing their interests. They will listen to their peers interests and respond. The instructor will moderate the discussion board and clarify or affirm effective practices.

## **Typical Out of Class Assignments**

### **Reading Assignments**

Students will read case studies/scenarios in every module and be prepared to discuss strategies for resolution. (e.g., Resolving Conflict between team members over workload distribution.)

### **Writing, Problem Solving or Performance**

Compare these two approaches- BATNA (Best Alternative to a Negotiated Agreement), and ZOPA (Zone of Possible Agreement) and determine which to use in the scenario.

### **Other (Term projects, research papers, portfolios, etc.)**

Reflective journal that tracks strengths in peacebuilding and conflict resolution, and opportunities for growth.

## **Required Materials**

- Navigating the Space Between Us
  - Author: Gould
  - Publisher: University of Portland
  - Publication Date: 2022
  - Text Edition: 1
  - Classic Textbook?: No
  - OER Link:
  - OER: <https://pdx.pressbooks.pub/navigatingspace/>
- Interpersonal Conflict
  - Author: Hocker
  - Publisher: McGraw Hill
  - Publication Date: 2022
  - Text Edition: 11th
  - Classic Textbook?: No
  - OER Link:
  - OER:
- Conflict Management for Managers
  - Author: Susan Raines
  - Publisher: Rowman and Littlefield
  - Publication Date: 2019
  - Text Edition: 2nd
  - Classic Textbook?: No
  - OER Link:
  - OER:

**Other materials and-or supplies required of students that contribute to the cost of the course.**