

# HCM543 Negotiation, Mediation, and Conflict Resolution

**Level:** 5

**Credit Units:** 5 Credit Units

**Language:** ENGLISH

**Presentation Pattern:** EVERY JULY

## Synopsis:

HCM543 Negotiation, Mediation, and Conflict Resolution provides training in key skills required by all managers and leaders: negotiation, mediation, and conflict management. Such skills are especially relevant to those in the human capital function, as conflicting stakeholder demands must be negotiated while employee problems and grievances must be resolved in a positive and professional manner. The course commences with coverage of the fundamental distinction between distributive and integrative negotiation, before moving on to consider ethical, perceptual, cognitive, and emotional issues in negotiation, as well as the importance of communication.

In the latter half of the course, increasingly important issues such as cross-cultural negotiation and negotiations involving multiple parties. The fifth and sixth study units shift focus to mediation and conflict management, examining the conflict management process from a psychological perspective and highlighting the various pathways to resolution.

## Topics:

- The nature of negotiation
- Negotiation strategy, tactics, and planning
- Ethics in negotiation
- Perception, cognition, and emotion
- Communication and relationships in negotiation
- Multiple parties, groups, and teams in negotiation
- International and cross-cultural negotiation
- Contemporary conflict management
- Measuring the costs of conflict
- The psychology of conflict and conflict management
- The resolution spectrum
- Mediation

## Learning Outcome:

- Appraise different tactics and strategies in negotiation.
- Analyse the causes and consequences of workplace conflict.
- Discuss routes to successful resolution in negotiation, mediation, and conflict.
- Prepare effective yet ethical negotiations that achieve multiple stakeholder objectives.
- Formulate approaches to mediating disputes between two or more parties.
- Evaluate policies and processes for resolving conflict in organisations.

## Assessment Strategies:

Continuous Assessment Component	Weightage (%)
PRE-CLASS QUIZ	1

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PRE-CLASS QUIZ	1
PRE-CLASS QUIZ	1
PRE-CLASS QUIZ	1
DISCUSSION BOARD	5
TUTOR-MARKED ASSIGNMENT	40
<b>Sub-Total</b>	<b>50</b>

<b>Examinable Component</b>	<b>Weightage (%)</b>
Written Exam	50
<b>Sub-Total</b>	<b>50</b>

**Weightage Total** **100**