

MOL 631 : Negotiation and Conflict Management

Through this course, students learn to analyze and engage conflict through the lens of leadership. By exploring the various dynamics of conflict, including power, culture, communication and interests, students gain an understanding of the complexity of conflict. They will reflect upon their own natural responses to conflict, and to develop the skills and the confidence to work with conflict constructively and ethically. Through role-play scenarios, students practice principled negotiation and mediation skills, and explore strategies for managing entrenched conflict that may not be easily resolved.

Credits 3