

**APPROVED****BEHV: Negotiations and Conflict Resolution**

Module Details	
Module Code:	BEHV
Module Title:	Negotiations and Conflict Resolution <b>APPROVED</b>
Title:	Negotiations and Conflict Resolution
Module Level::	6
Valid From::	Summer 2022 ( January 2022 )
Language of Instruction:	English
Credits::	5
Field of Study::	34 - Business & Management
Module Delivered in:	no programmes
Module Coordinator:	Meaney Anne
Module Author::	Meaney Anne
Module Author:	Meaney Anne ( 25 May 2022 to --- )
Domains:	
Acknowledgment:	A variety of methods including lectures, discussion, role play, case studies to encourage analytical thinking and decision making, team working, independent research, problem solving and self-directed learning. Online delivery will be supported by blackboard collaborate.
Module Description:	The aim of this module is to introduce the learners to the academic theories which underpin the area of Negotiation and Conflict and to provide them with an ability to apply the knowledge gained in a practical manner.

Learning Outcomes	
On successful completion of this module the learner will be able to:	
#	Learning Outcome Description
LO1	Demonstrate a knowledge of the academic background in the area.
LO2	Understand the phases involved in negotiations
LO3	Identify issues which lead conflict in the workplace.
LO4	Design basic conflict resolution procedures.
LO5	Understand the communications skills required
Dependencies	
Module Recommendations	
No recommendations listed	
Co-requisite Modules	
No Co-requisite modules listed	
Requirements	
No requirements listed	
Additional Requisite Information	
No Co Requisites listed	

Indicative Content
<b>1. Overview and historical background to conflict resolution and negotiat</b> 1.1) Overview and historical background to conflict resolution and negotiation in the workplace.
<b>2. Negotiations</b> 2.1) Phases of negotiations.
<b>3. Skills</b> 3.1) Identifying the individual and group skills required for successful conflict resolution and negotiation.
<b>4. Getting from conflict to joint problem solving.</b> 4.1) Getting from conflict to joint problem solving.
<b>5. Conflict Resolution</b> 5.1) Conflict Resolution - theory & practice
<b>6. Managing different types of negotiations</b> 6.1) Managing different types of negotiations

Module Content & Assessment	
Assessment Breakdown	%
Continuous Assessment	50.00%
End of Module Formal Examination	50.00%
Special Regulation	

## Assessments

Part Time			
Continuous Assessment			
<b>Assessment Type</b>	Case Studies	<b>% of Total Mark</b>	50
<b>Timing</b>	Sem 1 End	<b>Learning Outcomes</b>	1,2,3,4,5
<b>Non-marked</b>	No		
<b>Assessment Description</b> Learners will be required to demonstrate the achievement of the learning outcomes through continuous assessment work. This work may take the form of an essay, exam, project, MCQ test, but is not limited to these formats and will allow the learner to develop their knowledge of the theories and apply the knowledge acquired.			
No Project			
No Practical			
End of Module Formal Examination			
<b>Assessment Type</b>	Formal Exam	<b>% of Total Mark</b>	50
<b>Timing</b>	End-of-Semester	<b>Learning Outcomes</b>	1,2,3,4,5
<b>Non-marked</b>	No		
<b>Assessment Description</b> End of year examination which will enable learners to indicate their knowledge of both theory and practical application of conflict resolution and negotiation			
Reassessment Requirement			
<b>Exam Board</b> It is at the discretion of the Examination Board as to what the qualifying criteria are.			

SETU Carlow Campus reserves the right to alter the nature and timings of assessment

## Module Workload

This module has no Full Time workload.

### Workload: Part Time

Workload Type	Workload Category	Contact Type	Workload Description	Learning Outcomes	Frequency	Average Weekly Learner Workload	Hours
Lecture		Contact	Lectures will cover all learning outcomes	1,2,3,4,5	12 Weeks per Stage	3.00	36
Independent Learning Time		Non Contact	Self-Direct Independent Learning - an emphasis on independent learning will develop a strong and autonomous work and learning practices. Review of teaching material, readings, notes.	1,2,3,4,5	12 Weeks per Stage	7.42	89
Total Hours							125
Total Hours							125.00
Total Weekly Learner Workload							10.42
Total Weekly Contact Hours							3.00

## Module Resources

### Recommended Book Resources

Murphy & Roche. (2004), Industrial Relations in Practice, Oaktree Press.  
Tiernan, Morley & Foley. (1996), Modern Management, Gill & MacMillan.

### Supplementary Book Resources

Fisher, Fry, & Patton. (1992), Getting To Yes, Random House.  
Webb. (1901), Workers and Their Organizations.  
Walton & McKersie. (1966), A Behavioural Theory of Labor Negotiations.  
Dana. (2001), Conflict Resolution, McGraw Hill.

*This module does not have any article/paper resources*

### Other Resources

URL,  
<http://www.cipd.co.uk>  
URL,  
<http://www.entemp.ie>  
URL,  
<http://www.ictu.ie>  
URL,  
<http://www.ipc.ie>  
URL,  
[http://www.imd.org/research/publications /upload/PFM149\\_LR\\_Kohlrieser.pdf](http://www.imd.org/research/publications /upload/PFM149_LR_Kohlrieser.pdf)  
URL,  
<https://www.open2study.com/courses/negotiation-and-conflict-resolution>  
URL,  
<https://learn.saylor.org/mod/page/view.php?id=636>

Discussion Note:	
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Affiliated Entities					
Entity Code	Entity Title	Entity Version	Entity Type	Via	Outcome
CW_BSAVT_B	Bachelor of Business (Honours) in Aviation Management	1.0	Programme		Yes
CW_BSAVT_C	Higher Certificate in Business in Aviation Management	1.0	Programme		Yes
CW_BSAVT_D	Bachelor of Business in Aviation Management	1.0	Programme		Yes
CW_BSEMS_B	Bachelor of Business (Honours) in Emergency Services Management	1.0	Programme		Yes
CW_BSEMS_C	Higher Certificate in Business in Emergency Services Management	1.0	Programme		Yes
CW_BSEMS_D	Bachelor of Business in Emergency Services Management	1.0	Programme		Yes

statuslog				
Initial Status	End Status	Available	Date	Comment
Draft	Registrar Approval	Power Clare	31/May/2022 14:55	Group Approval
	Draft	Meaney Anne	25/May/2022 12:18	A copy of module 'BEHV - Negotiations and Conflict Resolution' has been created. ID: 10398