

THM-206 Conflict Resolution and Human Behavioral Management

(02 Credit hr)

PRE-REQUISITE

THM-401 Human Resource Management

LEARNING OUTCOMES

The student will be able to

1. Understand the basic issues that affect behavior
2. Understand, manage and change their own behavior, as well as influence the behavior of others.
3. Understand the sense of motivational behavior during a conflict
4. Understanding core behavior principles

COURSE INTRODUCTION AND OBJECTIVES

Organizational behavior is not just a field study, it's a practical discipline that enables us to act effectively and responsibly

Module 1: Introduction

- Organizational behavior as a way of thinking and acting
- The roots of organizational behavior, more recent development in organizations

Module 2: Fostering Creativity and Innovations

- Characteristics of creative individuals
- Conceptual skills and abilities
- Creativity as behavior, enhancing creativity

Module3: Managing Issues

- Symptoms of stress
- Stress inventory sources of stress
- The consequences and cost of stress
- Sources of stress on the job

Module4: Decision Making

- Generating alternatives
- Models of decision making
- Techniques of assisting to make decision

Module5: Motivation and Engagements:

- Motivation, changing perspective of motivation, Trust and engagement

Module 6: Communicating with others:

- Communicating effectively with others, improving interpersonal communication, specialized forms of communications, exploring diversity and intercultural communication

Module 7: Team Work

- Assessing team performance, getting to know your team, team effectiveness

Module 8: Managing Conflicts:

- Behaving during conflicts, effectiveness of conflicts strategies for Negotiations

ASSIGNMENTS – TYPE AND NUMBER WITH CALENDAR

It is continuous assessment. The weightage of Assignments will be 25% before and after midterm assessment. It includes:

- classroom participation,
- attendance, assignments and presentation,
- homework
- attitude and behavior,
- hands-on-activities,
- Short tests, quizzes etc.

RECOMMENDED TEXT BOOKS & SUGGESTED READINGS:

1. Sapolsky, R. M. (2017). *Behave: The biology of humans at our best and worst*. Penguin.
2. Maria K., (2016) .The Conflict Game.
3. Susan R., (2012). *Conflict Management for Managers: Resolving Workplace, Client and Policy* repute.
4. Deutsch, M., Coleman, P. T., & Marcus, E. C. (Eds.). (2011). *The handbook of conflict resolution: Theory and practice*. John Wiley & Sons.