# THM-408 CONFLICT RESOLUTION AND HUMAN BEHAVIORAL MANAGEMENT (03 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.

## **ASSESSMENT AND EXAMINATIONS:**

Sr. No.	Elements	Weightage	Details
1.	Mid Term Assessment	35%	It takes place at the mid-point of the semester
2.	Formative Assessment	25%	It is continuous assessment. It includes: classroom participation, attendance, assignments and presentation, homework, attitude and behavior, hands-on-activities, short tests, quizzes etc.
3.	Final Assessment	40%	It takes place at the end of the semester. It is mostly in the form of a test, but owing to the nature of the course the teacher may assess their students based on term paper, research proposal development, field work and report writing 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.