



MARMARA UNIVERSITY - Faculty of Business Administration

Business Administration (in English)

SYLLABUS

Course Code	Course Title	Type of Course	Course Group * for electives	Weekly Course Hours		ECTS Credits	Prerequisite to minimum letter grade
				T	P		
OB2042	Conflict and Negotiation Skills	Elective		3	0	5	
Prerequisite		Minimum grade				Grade	
Language of Instruction							
Course Lecturer							
Short Course Content	What is conflict in organizations, conflict types and solutions, effective negotiation and problem solving methods and examination of sample applications.						
Course Objectives	The aim of the course is to help students understand conflict and how to resolve it. Since conflict resolution requires knowledge, skills and experience, applications will be made in the course so that students can develop both their knowledge and their skills in conflict resolution.						
Recommended or Required Reading	1.	Dana, Daniel (2001). Conflict Resolution, USA: McGraw Hill					
		Levine, Stewart (1998). Getting to Resolution, San Francisco: Berrett-Koehler Publishers					
Learning Outcomes	1.	Getting help from third parties to resolve the conflict when necessary					
	2.	Resolving conflict by trying different methods					
	3.	Resolving conflict with a win-win method					
	4.	resolve conflict constructively					
	5.	Correctly diagnosing the causes of problems					
Planned Learning Activities and Teaching Methods							
WEEK	Date	Course Contents					
Week 1		Course Description					
Week 2		Conflict Definition					
Week 3		How do people get into conflict?					
Week 4		What are the situations in which conflict is harmful?					
Week 5		Conflict resolution methods 1					
Week 6		Conflict resolution methods 2					
Week 7		In-class practice (Conflict resolution practices through scenario)					
Week 8		Midterm(s)					
Week 9		Dynamics of interpersonal conflict					
Week 10		Negotiation skills 1					
Week 11		Negotiation skills 2					
Week 12		Psychodynamic effects of conflicts within the organization					
Week 13		Skills to manage conflicts within the organization					
Week 14		Student presentations1					
Week 15		Student presentations2					
Week 16		Study week					
Week 17		Final					
Assessment Methods		Assessment Method	Quantity	Date		Weight in Total (%)	Weight in Semester Evaluation (%)
		Final Exam	1			50	0
		Final Make-up Exam (if exists)	1			50	0
		Semester Evaluation				50	100

Methods and Criteria	Midterm(s)		1		50	100.0
	Quiz(zes)					
	Project(s)					
	Homework(s)					
	Laboratory					
	Other					
*** ECTS Credit Calculation ***						
Evaluation Tool	Hour/Quantity	Student Workload Hours		Evaluation Tool	Quantity	Student Workload Hours
Theoretical hours	3.0	42.0		Quiz & preparation	10	10.0
Applied hours	0.0	0.0		Homework		
Laboratory	0.0	0.0		Project	0	0.0
Pre-class self study	2.0	28.0		Research and presentation	10	10.0
Post-class self study				Seminar		
Post-application self study				Field study		
Exam preparation & Midterm	10	10.0		Atelier		
Exam preparation & Final	20	20.0		Other		
GENERAL TOTAL :					55.0	120.0
Recommended ECTS Credit (Total Hours / 25) :						5