

MGT 2013 : CONFLICT MANAGEMENT

Conflict Management will introduce students to practical conflict resolution techniques and strategies that managers and team leaders can effectively utilize when managing conflict in the workplace. These techniques and strategies include the varying styles of managing conflict; appropriate response to ethical concerns; strategies for assigning work to others; effective decision-making practices in volatile business situations; responsibilities of human resource manager in conflict resolution; and laws related to discrimination, safety, et cetera as they relate to conflict.

Credits 3

Lecture Hours 3

Lab Hours 0