

Business Administration

Course Number: **BUAD 201**

Course Title: **CONFLICT RESOLUTION AND NEGOTIATION**

Credits: 3

Calendar Description: This course focuses on interpersonal communication theory and skills required to interact effectively with others, plan and conduct interviews and meetings, develop relationships with diverse clients and colleagues, resolve conflict, manage and respond to anger, and negotiate effectively in the work environment. Students will learn to approach the client relationship and the

Professors

Notes

The individual participation mark includes multiple term work components such as role playing, class activities and contribution to classroom discussions and demonstrated dedication to your own learning through class preparation.

Peer evaluations are required for all group assignments via peer appraisal form. A student may be assigned 0% based on the peer appraisal noting non-participation by a group member(s) if the professor deems this necessary.

All assignments must be delivered via the Moodle drop box on or before the due date. Late assignments will not be graded.

Required Texts/Resources**Mandatory:**

Essentials Of Negotiation, 4th Edition

1260065871 · 9781260065879

By Roy J. Lewicki, Kevin Tasa, Bruce Barry, David M. Saunders

Course Schedule

Date	Topic	Readings / in class activities	Assignments
	Classes Start: Wednesday, September 8 STAT Thursday Sept 30		

SKILLS ACROSS THE BUSINESS CURRICULUM

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.