

MBA 525 : Conflict Management & Mediation

This course addresses the issue of conflict from two positions: 1) through an examination of the causes, processes, costs, and benefits of social and work conflict and , 2) by offering methods for conflict resolution. Using management and sociological theory and research, this course will address the relationship of social issues - e.g., difference and inequality, power and corruption - to organizational and institutional conflict. Understanding that conflict can signal either a disruption in the operation of an organization or an opportunity for change and growth, this course will provide students with a broad-based perspective for making conflict an asset organizationally and interpersonally. The latter part of the semester will be devoted to methods for conflict resolution including interactive mediation role play with a variety of conflicts faced by managers and leaders.