

# SLMC 431: Conflict Management and Negotiation

Conflicts are pervasive in human social life. There are differences in disputes involving participants with different backgrounds and goals in different situations, but there are similarities and identifiable underlying dimensions in conflict communication. Some relevant dimensions include gender, role, ethnicity, nationality, and family background. The purpose of this class is to introduce conflict as it occurs in a variety of contexts and the ways in which communication can impact the outcome of conflict. It is also designed to provide students with a framework for the systematic analysis, management and negotiation of conflict through the use of communicative strategies. Activities for learning include reading about conflict and communication, analyzing conflicts, experiencing, and evaluating communication behaviors that are effective. An introduction to negotiation strategies and practices will be presented.

**Credits:** 3

**Program:**

## Strategic, Legal & Management Communication

### COURSE DESCRIPTIONS