

# Conflict Management (N4Z03/HS4Z03)

## Course Description

This course is designed to enhance health care providers' to the types and processes of conflict in health care organizations.

The major components of the course include:

- Understanding the nature of conflict.
- The impact of conflict at the individual, organization, and systems level.
- The effects of culture and gender on conflict processes.
- Theories of conflict and negotiation.
- The role of negotiation in conflict management.
- Tools to effectively manage conflict in the workplace.
- Application of theories and principles of conflict and negotiation to situations in the workplace.

## Course Objectives

Provide students with an opportunity to:

- Understand of the important internal and external forces that impact conflict.
- Appreciate of the nature of conflict within the health care system.
- Develop a comprehensive knowledge of the attitudes, beliefs, and underlying values that people bring to conflict situations.
- Explore the dynamics of conflict at an individual, organizational, and systems level.
- Research and apply conflict theories and research findings to conflict situations that occur in healthcare work environments.
- Engage in effective communication behaviours to effectively address conflict situations that occur in the healthcare work environment.
- Demonstrate application of theory to practice through the development of an assessment of a conflict situation from the student's practice.

## Course Format

Classes are facilitated by a tutor. There are three course assignments that allow the learner to apply theories and principles to real issues in their work environment. Learners will select one of eight topics which they will present and facilitate group discussions. A scholarly paper that assesses a conflict situation in the workplace will be submitted. Successful completion of all assignments leads to 3 units of university credit.

## Required Texts

Abigail, R.A & Cahn, D.D. &. (2011) *Managing Conflict Through Communication (4<sup>th</sup> ed.)*. Toronto, ON: Pearson

Thomas, W. Kilmann, R. H. (2007) *Conflict Mode Instrument*, Xicom, Incorporated, CPP, Inc.

Selected Readings for Conflict Management Custom Courseware