
Leadership and Management Program

Conflict Management (N4Z03/HS4Z03)

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COURSE DESCRIPTION

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

The major components of the course include:

1. Understanding the nature of conflict
2. The impact of conflict at the individual, organizational, and systems level
3. The effects of culture and gender on conflict processes
4. Theories of conflict and negotiation
5. The role of negotiation in conflict management
6. Tools to effectively manage conflict in the workplace
7. Application of theories and principles of conflict and negotiation to situations in the workplace.

COURSE OBJECTIVES

To provide students with an opportunity to:

- Understand the important internal and external forces that impact conflict
- Appreciate 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 health care work environments
- Demonstrate the application of theory to practice through the development of an assessment of a conflict situation from the student's practice

COURSE FORMAT

Four written assignments and a final project are to be completed over a 6 month period. Assignments are graded through the use of a standard procedure by an assigned educational consultant. The consultant is also available for assistance throughout the course. Successful completion of all components leads to 3 units of University credit.

REQUIRED TEXTS:

Cahn, D.D. and Abigail, R.A. (2010) *Managing Conflict Through Communication* (4th ed.) Toronto, ON. Pearson

Tuition Schedule

Application Fee: \$100.00 This fee must accompany all applications. (Non Refundable fee. Payable one-time only)

Please select one of the following plans:

1. Payment of \$805.00 (cheque or credit card)
2. Payment of \$815.00 in two instalments of \$407.50. Full payment, cheque or credit card, must accompany application form.