

Conflict Management (N4Z03/HS4Z03)

Course Description

Explore the types and processes of conflict in health care organizations and applies theory and research to conflict situations

The major components of the course include:

- Understanding the nature and process of conflict.
- The impact of conflict at the individual, organization, and systems level.
- Theories of conflict and negotiation.
- The role of negotiation in conflict management.
- Understanding options to effectively manage conflict in the workplace.
- Application of theories and principles of conflict and negotiation to situations in the workplace.

Course Objectives

To 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

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

Required Texts:

Abigail, R. & Cahn, D. (2011). *Managing Conflict Through Communication* (4th ed.). Pearson

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

Selected Readings for Conflict Management Custom Courseware

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 payment plans:

- Payment of \$815.00 full payment, cheque or credit card, must accompany application form.
- Payment of \$820.00 in two installments of \$410.00 (post dated cheques or credit card)