



# **DIPLOMA IN CONFLICT RESOLUTION AND NEGOTIATION**

**CURRICULUM BASED ON CREDIT SYSTEM**

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<b>PROGRAMME GUIDELINES</b>	
<b>PROGRAMME TITLE</b>	<b>DIPLOMA IN CONFLICT RESOLUTION AND NEGOTIATION</b>
<b>TOTAL CREDITS</b>	<b>10 Credits</b>
<b>TOTAL LEARNING HOURS</b>	<b>100 Hours</b>
<b>GUIDED LEARNING HOURS</b>	<b>45 Hours</b>

Total Learning Hour - 100 Hours

Guided Learning Hour – 45 Hours

*1 Credit = 10 hours of effort (10 hours of learning time which includes everything a learner has to do to achieve the outcomes in a qualification including the teaching learning process, assessment procedures and practical's).*

## LIST OF UNITS

<b>S. No.</b>	<b>Unit Title</b>	<b>Unit Specification</b>	<b>Credits</b>
1	Fundamentals of Conflict Resolution	Essential Unit	3
2	Negotiation Strategies and Techniques	Essential Unit	3
3	Mediation and Facilitation Techniques	Essential Unit	4
<b>TOTAL CREDITS</b>			<b>10</b>

<b>UNIT TITLE</b>	Fundamentals of Conflict Resolution
<b>CREDIT</b>	3
<b>SPECIFICATION</b>	Essential Unit

### UNIT DESCRIPTION

The aim of this course is to provide students with a comprehensive understanding of the fundamental theories, concepts, and practical skills necessary for effective conflict resolution. Students will learn to identify the root causes of conflict, analyze its dynamics, and apply various resolution techniques to manage and resolve conflicts in diverse contexts.

### UNIT LEARNING OUTCOMES

**1. Understand the basic theories and concepts of conflict resolution.**

**Indicative Contents:**

- ✓ Definition and types of conflict
- ✓ Theories of conflict: structural, interactionist, and functionalist perspectives
- ✓ Conflict life cycle and stages: emergence, escalation, stalemate, de-escalation, resolution, and post-conflict

**2. Analyze the causes and dynamics of conflict in various contexts.**

**Indicative Contents:**

- ✓ Root causes of conflict: social, economic, political, cultural, and environmental factors
- ✓ Power dynamics, interests, and needs in conflict
- ✓ Case studies: Workplace conflict, community disputes, international conflicts

**3. Develop basic skills for conflict analysis and resolution.**

**Indicative Contents:**

- ✓ Conflict mapping and analysis tools: conflict trees, ABC triangle, onion model

- ✓ Communication skills for conflict resolution: active listening, empathy, and assertiveness
- ✓ Techniques for de-escalation and mediation: negotiation, facilitation, and third-party intervention

### **Indicative Study Reference Text Books**

1. Burton, J. (1990). *Conflict: Resolution and Prevention*.
2. Fisher, R., Ury, W., & Patton, B. (2011). *Getting to Yes: Negotiating Agreement Without Giving In*.
3. Jeong, H.-W. (2008). *Understanding Conflict and Conflict Analysis*.
4. Lederach, J. P. (2003). *The Little Book of Conflict Transformation*.

<b>UNIT TITLE</b>	Negotiation Strategies and Techniques
<b>CREDIT</b>	3
<b>SPECIFICATION</b>	Essential Unit

**UNIT DESCRIPTION**

The aim of this course is to provide students with a comprehensive understanding of the fundamental theories, concepts, and practical skills necessary for effective conflict resolution. Students will learn to identify the root causes of conflict, analyze its dynamics, and apply various resolution techniques to manage and resolve conflicts in diverse contexts.

**UNIT LEARNING OUTCOMES**

**1. Understand the principles and frameworks of negotiation.**

**Indicative Contents:**

- ✓ Definitions and types of negotiation: distributive vs. integrative
- ✓ Theories of negotiation: game theory, behavioral theory, principled negotiation
- ✓ The negotiation process and stages: preparation, opening, bargaining, closing, and implementation

**2. Apply negotiation strategies in different scenarios.**

**Indicative Contents:**

- ✓ Planning and preparation: setting objectives, understanding interests, and alternatives (BATNA)
- ✓ Bargaining tactics and strategies: win-win vs. win-lose, anchoring, framing, and concessions
- ✓ Case studies: Business negotiations, international diplomacy, labor disputes

**3. Evaluate the effectiveness of negotiation outcomes.**

**Indicative Contents:**

- ✓ Criteria for successful negotiation: achieving goals, maintaining relationships, and process satisfaction
- ✓ Post-negotiation analysis and reflection: debriefing and learning from experiences
- ✓ Ethical considerations in negotiation: fairness, transparency, and trust

### **Indicative Study Reference Text Books**

1. Fisher, R., Ury, W., & Patton, B. (2011). *Getting to Yes: Negotiating Agreement Without Giving In*.
2. Lewicki, R. J., Saunders, D. M., & Barry, B. (2014). *Negotiation*.
3. Thompson, L. (2012). *The Mind and Heart of the Negotiator*.
4. Shell, G. R. (2006). *Bargaining for Advantage: Negotiation Strategies for Reasonable People*.

<b>UNIT TITLE</b>	Mediation and Facilitation Techniques
<b>CREDIT</b>	4
<b>SPECIFICATION</b>	Essential Unit

### UNIT DESCRIPTION

The aim of this course is to provide students with a deep understanding of the principles and practices of mediation and facilitation. Students will learn the skills required to mediate conflicts and facilitate discussions effectively, enhancing their ability to manage and resolve disputes in various settings.

### UNIT LEARNING OUTCOMES

**1. Understand the role and process of mediation in conflict resolution.**

**Indicative Contents:**

- ✓ Definition and principles of mediation
- ✓ The stages of the mediation process: preparation, opening statements, exploration, negotiation, and closure
- ✓ Roles and responsibilities of a mediator

**2. Develop skills for effective mediation and facilitation.**

**Indicative Contents:**

- ✓ Active listening and questioning techniques
- ✓ Managing emotions and building trust
- ✓ Techniques for facilitating dialogue and promoting understanding

**3. Apply mediation and facilitation techniques in practice.**

**Indicative Contents:**

- ✓ Simulation exercises and role-plays to practice mediation skills
- ✓ Case studies: Family mediation, community mediation, workplace mediation
- ✓ Evaluation and feedback on mediation sessions



### Indicative Study Reference Text Books

1. Boulle, L. (2011). *Mediation: Principles, Process, Practice*.
2. Cloke, K., & Goldsmith, J. (2011). *Resolving Conflicts at Work: Ten Strategies for Everyone on the Job*.
3. Moore, C. W. (2014). *The Mediation Process: Practical Strategies for Resolving Conflict*.
4. Lederach, J. P. (2005). *The Little Book of Conflict Transformation*.