

PSY-425 Team-Building and Workplace Conflict Management (3 Chs)

Pre-requisite: None

Course Description:

This course provides an overview of team building and workplace conflict management, which involves the process of creating and maintaining effective teams and managing conflict in the workplace. The course will cover topics such as team formation, communication, collaboration, conflict resolution, and negotiation.

Course Objectives:

The course will facilitate students to:

- To develop an understanding of the principles of team building and workplace conflict management
- To identify and analyze the factors that influence team effectiveness and workplace conflict.
- To develop critical thinking skills for evaluating different team building and conflict management strategies
- To promote effective communication and collaboration in team settings

Course Learning Outcomes:

At the end of this course, students will be able to:

- Identify and analyze the factors that influence team effectiveness and workplace conflict.
- Apply the principles of team building and conflict management to their own practice.
- Evaluate the effectiveness of different team building and conflict management strategies.
- Communicate effectively in team settings.

Course Contents:

- Organizational culture and Team Building
- Team Formation and Development
- Working in Teams
- Team Motivation, Engagement and Leadership
- Conflict Management
- Team Building Interventions
- Diversity and Inclusion in Teams
- Workplace Conflict Management
- Mediation and Alternative Dispute Resolution

- Workplace Bullying and Harassment
- Emerging Trends in Team Building and Workplace Conflict Management

Reference Books:

- Robbins, S. P., Judge, T. A., & Campbell, T. T. (2017). Organizational behavior. Pearson.
- Lencioni, P. M. (2012). The five dysfunctions of a team: A leadership fable. John Wiley & Sons.
- Johnson, D. W., & Johnson, F. P. (2013). Joining together: Group theory and group skills. Pearson.
- De Dreu, C. K., & Gelfand, M. J. (Eds.). (2008). The psychology of conflict and conflict management in organizations. Psychology Press.

Resnik, H. J. (2012). Ethics in research with human participants. University of Maryland.