

From:
Sent:
To:
Cc:
Subject:

Goutam Sadhu <gsadhu@iihmr.edu.in>
29 October 2023 13:26
MBAHM 28; MBAPM 15; MBADM 3; IIHMRU Academics; Hitendra Singh Rathore; Shivani Arora
P. R. Sodani; IIHMR Registrar; Kirti Agarwal; Kajal Sitlani; S.P.Chattopadhyay; COE IIHMR
Select one course from second basket on value added course : Management Skill Lab

Dear Students,

We appreciate your active participation, enthusiasms and interest shown in the 1st value added course of language lab. Hope you all have a good learning on your 1st value added course. The feedback of the respective language faculty member was also very positive. Majority of the students have done good in their respective language course of English, Germany, French and Spanish.

Each of the course is of 8 days *6 hours=48 hours. All the language course of 48 hours has been completed on 27th October and after the class on 3rd November 2023 (Friday) French course will also going to be complete 48 hours.

All the students who have maintained at least 75% attendance and got minimum 50% marks will get the certificate on language course.

As you know your second basket on value added course is on Management Skill Lab. In the basket there are 6 different courses as follow in which you have to select any one of your choices.

Basket 2: Management Skill Lab (Coordinator: Dr. Kajal Sitlani)		
Sn	Course	Faculty
1	Personal Growth and Team Building	Dr. Tripti Bisawa
2	Lean Management	Dr. Susmit Jain
3	Digital and Social Media Marketing	Dr. Seema Mehta
4	Negotiation & Conflict Management Skills	Dr. Deepti Sharma
5	Investment Management	Dr. Rajesh Kothari
6	Soft Skill and Personality Traits	Dr. Kajal Sitlani

The second value added course will start from 8th December 2023. This course will be of 48 hours to be covered in 8 Friday.

Academic section and IT department will float the above course of Basket-2 in Coll poll on 30th October 2023 and you have to select any one course of your interest from Basket-2 till 1st November 5.30 pm.

It will not be possible to change your option once you select the course. Hence think twice and then select only one course of your interest.

Best Wishes to ALL.

Dr. Goutam Sadhu

Coordinator- Value Added Course

Dear Mr. Hitendra Singh Rathore, Head, IT, IIHMR University is requested to float the above basket of second value added course on 30th October 2023 in the coll-poll so that students could select the course of their choice from Basket-2 of Management Skill Lab.



Goutam Sadhu

Dr. Goutam Sadhu

Professor and Proctor, IIHMR University
and

Adjunct Faculty, Johns Hopkins University, USA

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**MBA (Hospital and Health Management)
MBA (Pharmaceutical Management)
MBA (Development Management)**

2023-24

Value Added Course

(Dec 08, 15, 22, 29, 2023,

Jan 05, 12, 18, 19, 2024)

Negotiation & Conflict Management Skills

Course Plan


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1. Course Information

Course Title: Negotiation & Conflict Management Skills

Course Code: VAC-009

Course Instructor: Dr Deepti Sharma

2. Program Outcome (PO)

- | | |
|-------------|--|
| PO 1 | To Help understand the concepts and of Negotiation and Conflict in Company. |
| PO 2 | To Help learn about appropriate strategies for effective Managing Negotiation in organisation. |
| PO 3 | To Develop skills of analyzing, diagnosing and solving Conflicting situations in organization. |
| PO 4 | Develop a professional demeanor, contributing positively to workplace culture and leadership. |

3. Course Description

The purpose of this course is to help students to understand the theory and processes of negotiation in a variety of settings . This course provides training in both the theory and practice of negotiation. This course is also designed to prepare students to work in a conflict management position in or for an organization. Students will receive a basic introduction to organizational context and structure, leadership and communication styles, and sources of workplace disputes.

The successful student will acquire the conceptual skills necessary to become a sophisticated analyst of negotiation and conflict situations. This includes a deep understanding of the underlying structure of the negotiation ,conflict management , as well as the psychology behind negotiation-based judgment and decision-making. This theoretical treatment will be complimented by hands-on negotiation experiences, with the goal of imparting comfort and confidence when using these tools in every-day life.

4. Course Objective

- ✦ Developing personal skills in problem solving and negotiation.
- ✦ Evaluating strategies and behavior applied by specific negotiation styles.
- ✦ Explain specific negotiation styles and strategies, including the context and purpose in which they are used



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- ✦ Develop and apply theoretical and practical knowledge in understanding and managing conflict.
- ✦ Identify and explain how the various types of conflict management or dispute resolution mechanisms are used in organizations
- ✦ Devise appropriate behaviors, strategies, tactics and design solutions that lead to effective and collaborative settlements

5. Course Outcome

After the course, students should be able to

CO 1	To develop negotiation skills to manage the interpersonal relation in an organisation
CO 2	To understand the situations of conflict in an organizations
CO 3	Understand the various Conflict Management Skills in an Organisation.
CO 4	To apply Strategies to manage Negotiation at various fronts in Organisation and personal life.
CO 5	To develop Skills for becoming a better Managing job/organisation to nurture collaboration.

6. Course Articulation Matrix (Interrelation between CO and PO):

Outcomes	CO 1	CO 2	CO 3	CO 4	CO 5
PO1	3	1	2		
PO2				3	
PO3			3		
PO4					3

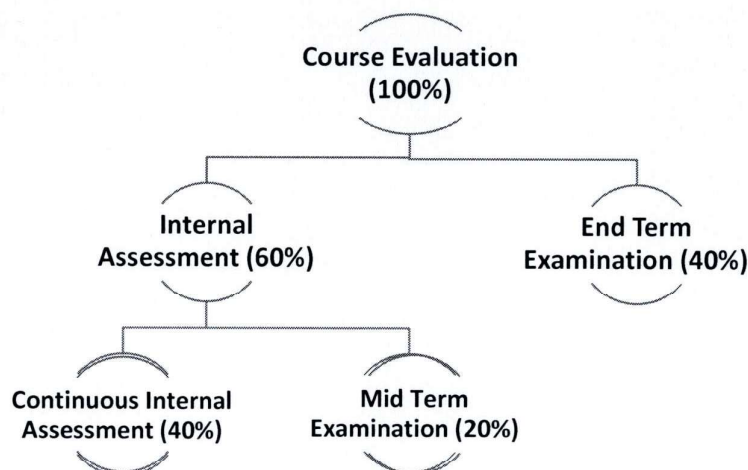
Note: Enter 1, 2 or 3 in the cell if the respective CO is related to the respective PO. Here, 3 denotes **high** strength of correlation between CO and PO, 2 denotes **medium** strength of correlation between CO and PO and 1 denotes **weak** strength of correlation between CO and PO.

7. Course Pedagogy

The course will be covered by PPT session augmented by discussions, case studies. Academically relevant Audio and Videos will be a regular feature of this subject.


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1. Internal Assessment (60%)
2. End-Term Examination (40%)



Continuous Internal Assessment (CIA): The Continuous Internal Assessment will be of 60% weightage (30 marks). The faculty will conduct the Continuous Internal Assessment of the students by using at least two methods of Assessment from the methods given below:

1. Home Assignments (Individual / Group)
2. Viva-Voce
3. Case Study
4. Review Paper
5. Group Work
6. Presentations
7. Model Development Role-Play
8. Rapid Fire Questions
9. Quiz
10. Class Assignments (Individual / Group)
11. Posters
12. Class Participation

End-Term Examination (ETE): It carries 40 % weightage, covering the full syllabus of the course. The end-term examination will be of a maximum of 20 marks. The end-term examination will be conducted on the scheduled date published by the Controller of Examination.

12.CO and Assessment Alignment Matrix:

S. No.	Activity	CO1	CO2	CO3	CO4	CO5	CO6
1.	Home Assignments (Individual / Group)	√	√	√	√	√	√
2.	Viva-Voce						
3.	Case Study						
4.	Review Paper						
5.	Group Work				√		
6.	Presentations						√
7.	Model Development Role-Play						
8.	Rapid Fire Questions						
9.	Quiz						
10.	Class Assignments (Individual / Group)	√	√	√	√	√	√
11.	Posters						
12.	Class Participation	√	√	√	√	√	√
13.	Internal Assessment	√	√	√	√	√	√
14.	End Term Examination	√	√	√	√	√	√

Note: Please tick the relevant cell to show the respective alignment

13.Session Plan

Normally, the teaching for each course is scheduled from every Friday (10:00 am - 5:00 pm). Each Friday, teaching is divided into four sessions: two before and two after the lunch break. The faculty (instructor) decides how to utilize these sessions.

Day/Date	Session	Topic/Contents	Pedagogy	Readings
Day 1		Concept of Negotiation, Essence of Effective Negotiation	PPT	https://ohiostate.pressbooks.pub/pubhhmp615/chapter/leadership-guide-to-conflict-and-conflict-management
Day 2		Modelling Exercise	Activity	


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Day 3		Introduction: <i>Nature of Conflict</i> <i>Concept-Conflict</i> <i>Types of Conflict</i> <i>Conflict</i> <i>Benifits</i>	PPT Case study	Martin Deutsch, (1973), The Resolution of Conflict: Constructive and Destructive Process, Yale University Press, New haven.
Day 4		VUCA & BANI	PPT	
Day 5		Conflict:Types and Style <i>Stages of Conflict</i> <i>Positive Conflict</i> <i>Negative Conflict</i> <i>Conflict</i> <i>Conflict</i> <i>Styles</i>	PPT Case study	Mark Gerzon, (2006) Leading Through Conflict, Harvard Business School Press, Boston, USA.
Day 6		Group Exercise	Activity	
Day 7		Approches to Conflict Resolution: <i>Strategies to manage conflict</i> <i>Building Synergy</i> <i>Skills to Manage Conflict</i>	PPT Case study	Paul Wehr, (1979),. Conflict Regulation, Westview Press, USA. Kurt Lewin. Resolving Social Conflicts, Harper & Row Brothers Publishers, New York.
Day 8		Case study Negotiation in Heathcare	Discussion	



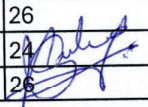
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14. Readings

- <https://ohiostate.pressbooks.pub/pubhhmp6615/chapter/leadership-guide-to-conflict-and-conflict-management/>
- Fisher, R and Ury, W, (1986), Getting to Yes. Negotiating Agreement without Giving in. London, Hutchinson Business Books Ltd..
- Mark Gerzon, (2006) Leading Through Conflict, Harvard Business School Press, Boston, USA.
- Kenneth E. Boulding, (1962), Conflict and Defence, Harper and Row Publishers, New York.
- George Simmel. Conflict, The Free Press, New York.
- Paul Wehr, (1979), Conflict Regulation, Westview Press, USA.
- Kurt Lewin. Resolving Social Conflicts, Harper & Row Brothers Publishers, New York.
- Martin Deutsch, (1973), The Resolution of Conflict: Constructive and Destructive Process, Yale University Press, New haven.
- Lewis Coser, (1956), Functions of Social Conflict, Free Press, New York.
- Johan Galtung, (1992), The Way is the Goal: Gandhi Today, Gujarath Vidyapith, Ahmedabad.
- James Schellenburg, (1996), Conflict Resolution: Theory, Research and Practice, State University of New York Press,
- Albany David P. Barash, (1991), Introduction to Peace Studies, Wadsworth Publishing Company, USA.
- Robert J Edelman, (2000), Interpersonal Conflicts at work, University Press, Hyderabad,
- Carol Tavris, (1989), Anger: The misunderstood Emotion, A Touchstone Book, New York.
- Thomas Weber, (1991), Conflict Resolution and Gandhian Ethics, The Gandhi Peace Foundation, New Delhi.
- Asish Kumar Das, (2008), Contemporary Conflict Resolution, Sarup & Sons, New Delhi.
- John Paul Lederach, (2003), The Little book of Conflict Transformation, Good Books, Intercourse, PA.
- Madhusudan Saharay, (2011), Text book on Arbitration and Conciliation with Alternative Dispute Resolution, Universal Law Publishing Co.Pvt. Ltd. New Delhi.

Negotiation & conflict Management Skills

Roll Number	Name	Total lectures delivered	Classes Attended
IIHMR-U/02/2023-25/0477	Amiya Kumar Palauri	32	19
IIHMR-U/02/2023-25/0496	Dhruvika Sharma	32	24
IIHMR-U/02/2023-25/0504	Gaurang yadav	32	20
IIHMR-U/02/2023-25/0505	Gavhane Aniket Raju	32	18
IIHMR-U/02/2023-25/0524	Mankodi Arjav Keyur	32	21
IIHMR-U/02/2023-25/0536	Nambiar Krishnapriya Rajesh	32	21
IIHMR-U/02/2023-25/0537	Narayani Mahendra Tiwari	32	24
IIHMR-U/02/2023-25/0545	Prachi Pandey	32	21
IIHMR-U/02/2023-25/0546	Pramanick Priyanka Himanshu	32	18
IIHMR-U/02/2023-25/0548	Pranav Ayush	32	16
IIHMR-U/02/2023-25/0551	Purva Pandya	32	23
IIHMR-U/02/2023-25/0557	Ruchila Dinkar Fating	32	18
IIHMR-U/02/2023-25/0561	Sakpal Aditi Tanaji	32	24
IIHMR-U/02/2023-25/0562	Sakshi Arun zod	32	21
IIHMR-U/02/2023-25/0565	Salony Priya	32	16
IIHMR-U/02/2023-25/0576	Shreya Gattani	32	22
IIHMR-U/10/2023-25/0045	Kartikey Dubey	32	20
IIHMR-U/10/2023-25/0046	Nikhil Sain	32	20
IIHMR-U/10/2023-25/0047	Pranav Panpalia	32	21
IIHMR-U/10/2023-25/0049	Roshan Kumar	32	21
IIHMR-U/01/2023-25/1677	Anjali Purohit	32	21
IIHMR-U/01/2023-25/1680	Ankita Sood	32	22
IIHMR-U/01/2023-25/1700	Deepak Kumar	32	19
IIHMR-U/01/2023-25/1702	Deepshikha .	32	20
IIHMR-U/01/2023-25/1707	Eshvita Bhadoo	32	21
IIHMR-U/01/2023-25/1708	Farana Haque	32	26
IIHMR-U/01/2023-25/1718	Ipsita Panigrahi	32	21
IIHMR-U/01/2023-25/1731	Khushboo Thakur	32	22
IIHMR-U/01/2023-25/1743	Mannat Verma	32	21
IIHMR-U/01/2023-25/1744	Mansi Gupta	32	26
IIHMR-U/01/2023-25/1752	Monika Kriplani	32	25
IIHMR-U/01/2023-25/1755	Mrudula Vikas Borkar	32	24
IIHMR-U/01/2023-25/1762	Naware Bhawana Prakash	32	26
IIHMR-U/01/2023-25/1766	Nimeshika Sharma	32	21
IIHMR-U/01/2023-25/1767	Nishanth Ganesh S.	32	25
IIHMR-U/01/2023-25/1771	P Nivetha .	32	25
IIHMR-U/01/2023-25/1772	Pallabi Debnath	32	26
IIHMR-U/01/2023-25/1777	Parthvee Singh	32	20
IIHMR-U/01/2023-25/1782	Pratap Jha	32	25
IIHMR-U/01/2023-25/1790	Rakshit Tyagi	32	23
IIHMR-U/01/2023-25/1792	Rawal Krutik Naresh	32	24
IIHMR-U/01/2023-25/1804	Sahu Sanjay Narendra	32	22
IIHMR-U/01/2023-25/1805	Saiyada Nausheen Ali	32	25
IIHMR-U/01/2023-25/1813	Samidha Karmakar	32	19
IIHMR-U/01/2023-25/1814	Sampada Meghe	32	24
IIHMR-U/01/2023-25/1816	Sanchi Yadav	32	26
IIHMR-U/01/2023-25/1821	Shah Riyaben Rakeshkumar	32	23
IIHMR-U/01/2023-25/1825	Shalini Singh	32	26
IIHMR-U/01/2023-25/1833	Shivani Chauhan	32	19
IIHMR-U/01/2023-25/1836	Shobhit Adhikari	32	26
IIHMR-U/01/2023-25/1844	Simran Randhawa	32	24
IIHMR-U/01/2023-25/1847	Snehal .	32	26


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Negotiation & conflict Management Skills

Roll Number	Name	Total lectures delivered	Classes Attended
IIHMR-U/01/2023-25/1851	SOUMAK BANERJEE	32	26
IIHMR-U/01/2023-25/1852	Soumya Prasad	32	26
IIHMR-U/01/2023-25/1855	Sreyasi Chattopadhyay	32	23
IIHMR-U/01/2023-25/1857	Subhajit Das	32	25
IIHMR-U/01/2023-25/1858	Sumbe Ajit Bhausahab	32	24
IIHMR-U/01/2023-25/1860	Surbhi Kumari	32	23
IIHMR-U/01/2023-25/1862	Swarna Dipti	32	26
IIHMR-U/01/2023-25/1873	Tejal Priya	32	19
IIHMR-U/01/2023-25/1874	Telsang Sumedh Girish	32	25
IIHMR-U/01/2023-25/1878	Urvi Sharma	32	22
IIHMR-U/01/2023-25/1879	Vaibhav Singh	32	22
IIHMR-U/01/2023-25/1880	Vaishnavi Soni	32	23
IIHMR-U/01/2023-25/1884	Vipin Khaneja	32	20


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Certification of Completion

This certifies that

Ankita Sood

Master of Business Administration (Hospital and Health Management)

2023-25

has successfully completed Value Added Course (VAC) on

Negotiation & Conflict Management Skills

Conducted during **December 2023-January 2024**, accumulating a total of 48 hours
with **Grade A**

Dr. Goutam Sadhu
Professor and Coordinator (VAC)

Dr. P.R. Sodani
President

Date of issue: May 31, 2024

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Certification of Completion

This certifies that

Deepak Kumar

Master of Business Administration (Hospital and Health Management)

2023-25

has successfully completed Value Added Course (VAC) on

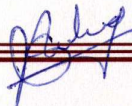
Negotiation & Conflict Management Skills

Conducted during **December 2023-January 2024**, accumulating a total of 48 hours
with **Grade A**

Dr. Goutam Sadhu
Professor and Coordinator (VAC)

Dr. P.R. Sodani
President

Date of issue: May 31, 2024


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Certification of Completion

This certifies that

Deepshikha

Master of Business Administration (Hospital and Health Management)

2023-25

has successfully completed Value Added Course (VAC) on

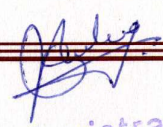
Negotiation & Conflict Management Skills

Conducted during **December 2023-January 2024**, accumulating a total of 48 hours
with **Grade A**

Dr. Goutam Sadhu
Professor and Coordinator (VAC)

Dr. P.R. Sodani
President

Date of issue: May 31, 2024


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Certification of Completion

This certifies that

Farana Haque

Master of Business Administration (Hospital and Health Management)

2023-25

has successfully completed Value Added Course (VAC) on

Negotiation & Conflict Management Skills

Conducted during **December 2023-January 2024**, accumulating a total of 48 hours
with **Grade B**

Dr. Goutam Sadhu
Professor and Coordinator (VAC)

Dr. P.R. Sodani
President

Date of issue: May 31, 2024

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