

VAC031	CONFLICT RESOLUTION
Contact Hours	30 Hours
Prerequisite	Nil

Course Description

This course empowers students with essential conflict resolution skills for navigating interpersonal and professional challenges. Through theoretical insights, practical exercises, and experiential learning, students will learn to manage conflicts constructively, communicate effectively, and foster collaborative solutions.

Course Objectives

Students will be able to:

- Understand the causes and dynamics of conflicts.
- Develop active listening and communication skills for conflict resolution.
- Utilize negotiation and mediation techniques to find win-win solutions.
- Develop strategies for preventing and de-escalating conflicts.

Course Outcomes

On completion of the course, students will be able to:

CO 1: Define conflict and its different forms in various settings.

CO 2: Identify and address emotions in conflict situations.

CO 3: Analyze and respond to power dynamics in conflicts.

CO 4: Apply conflict resolution skills in personal and professional contexts.

Course Outline

Module 1: Introduction to Conflict Resolution

3 hours

- Defining conflict and its implications
- Differentiating between constructive and destructive conflicts
- Role of conflict resolution in fostering positive relationships

Module 2: Causes and Dynamics of Conflict

3 hours

- Identifying sources of conflicts (communication breakdown, differing goals, etc.)
- Understanding the escalation and de-escalation of conflicts
- Impact of culture and diversity on conflict dynamics

Module 3: Effective Communication in Conflict Resolution	3 hours
• Active listening and empathetic communication • Nonverbal cues and body language in conflict situations • Clear and assertive expression of thoughts and feelings	
Module 4: Emotional Intelligence in Conflict	3 hours
• Recognizing and managing emotions during conflicts • Empathy and understanding emotions in others • Emotional regulation for constructive conflict resolution	
Module 5: Negotiation Techniques and Strategies	3 hours
• Principles of principled negotiation (win-win) • Collaborative problem-solving and compromise • Balancing assertiveness and cooperation in negotiations	
Module 6: Mediation and Third-Party Intervention	3 hours
• Role of mediators in resolving conflicts • Mediation process and techniques • Facilitating open dialogue and finding common ground	
Module 7: Power Dynamics and Conflict	3 hours
• Recognizing power imbalances in conflicts • Addressing power differentials in negotiation and resolution • Strategies for promoting fairness and equity	
Module 8: Preventing and De-escalating Conflicts	3 hours
• Strategies for preventing conflicts before they arise • De-escalation techniques and conflict containment • Conflict resolution as a continuous process	
Module 9: Applying Conflict Resolution in Different Contexts	3 hours
• Conflict resolution in personal relationships, teams, and organizations • Conflict resolution in multicultural and global environments • Adapting conflict resolution strategies to different scenarios	
Module 10: Ethical Considerations in Conflict Resolution	3 hours
• Ethical dilemmas and responsibilities in conflict resolution • Balancing confidentiality, transparency, and integrity • Upholding ethical standards while promoting resolution	



Practicum

Throughout the course, students will engage in practical exercises, role-playing scenarios, and case studies to apply conflict resolution strategies. Students will work on simulated conflict situations, practice negotiation and mediation techniques, and develop resolution plans. The practicum will provide students with hands-on experience to navigate real-world conflicts effectively.

Textbook

Folger, J. P., Poole, M. S., & Stutman, R. K. (2012). *Working Through Conflict: Strategies for Relationships, Groups, and Organizations*. Pearson.

Reference Books

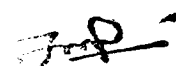
Moore, C. W. (2014). *The Mediation Process: Practical Strategies for Resolving Conflict*. Jossey-Bass.

Pruitt, D. G., & Kim, S. H. (2014). *Negotiation in Social Conflict*. Open Road Media.

Ury, W., Fisher, R., & Patton, B. (2011). *Getting to Yes: Negotiating Agreement Without Giving In*. Penguin Books.

	Evaluation Component	Weightage (%)
1	Activities and Assignments	20
2	Project	20
3	Attendance	10
4	End Term Examination	50

VAC032	ART AND AESTHETICS
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K.R. MANGALAM UNIVERSITY
EDUCATION FOR LIFE
(Recognized by UGC and a member of AIU)

Ref.No.:KRMU/Admin./Notice/2019-20/1510(15) Dated: 12th December, 2019

NOTICE

This is to put for information that School of Humanities is offering Value-Added Course (VAC) for all interested students during Even Semester as per the following specifications.

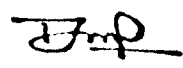
Course Code	Course Title	Coordinating Department / School	Duration
VAC 101	Self Development	SOHS	30 Hrs.
VAC 103	Universal Human Values and Professional Ethics	SOHS	30 Hrs.
VAC 106	Indian Constitution	SOHS	30 Hrs.
VAC 107	Essence Of Indian Traditional Knowledge	SOHS	30 Hrs.
VAC 109	Understanding Adolescents Behaviour	SOHS	30 Hrs.
VAC023	Poetry Writing	SOHS	30 Hrs.
VAC029	Emotional Intelligence	SOHS	30 Hrs.
VAC031	Conflict Resolution	SOHS	30 Hrs.

- Maximum 100 seats are available for the course.
- Course Start Date: 02 January 2020
- Course End Date: 19 March 2020

All interested students are required to confirm their registration with the Dean-School of Humanities latest by 27th December, 2019


Registrar
K.R. Mangalam University
Copy to: Sohna Road, Gurugram (Haryana)

- Vice Chancellor : For kind information
- Dean (Academics Affairs)
- Controller of Examinations
- All Deans/ School Coordinators
- All Faculty Members/ Mentors
- Notice Board
- Office Copy


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ATTENDANCE SHEET

VAC COURSE FOR ACADEMIC YEAR 2019-20

COURSE CODE: VAC031

COURSE TITLE: CONFLICT RESOLUTION

ROLL NO	NAME	PROGRAMME	SEMESTER	2-Jan-20	3-Jan-20	4-Jan-20	7-Jan-20	9-Jan-20	10-Jan-20	11-Jan-20	14-Jan-20	15-Jan-20
1902080055	RAHUL GEHLAUT	BBA	Semester II	P	P	P	P	P	P	P	P	P
1902080056	SONALI	BBA	Semester II	P	A	P	P	P	A	P	P	A
1902080059	KARTIK AMBAYATA	BBA	Semester II	P	A	P	P	P	P	P	A	P
1902080077	KUMAR ARYAVARDHAN	BBA	Semester II	P	P	P	A	P	P	A	P	P
1902080078	YUVRAJ TIAGI	BBA	Semester II	P	A	P	P	P	P	P	P	A
1902080080	SHUBHAM KHARI	BBA	Semester II	P	P	P	P	P	P	P	P	P
1902080083	AMANDEEP TIWARI	BBA	Semester II	P	P	P	A	P	P	P	P	A
1902570027	ADITYA	MBA	Semester II	P	P	P	P	P	P	P	P	P
1611260004	ANMOL SHARMA	B.E.T.d	Semester VIII	P	A	P	P	P	P	P	P	P
1611260007	SRISHTI MAHAJAN	B.E.T.d	Semester VIII	P	P	P	P	P	P	P	A	P
1702580002	RUBY YADAV	M.Com	Semester IV	P	A	P	P	P	P	P	P	A
1702570015	JILLI MARY PIOUS	MBA	Semester IV	P	A	P	P	P	P	P	A	P
1704120001	ANITA	B.Pharm	Semester IV	P	P	P	A	P	P	P	P	P
1704120012	RUCHI JAIN	B.Pharm	Semester IV	P	A	P	P	P	P	P	P	A
1704120015	SANGAM TIAGI	B.Pharm	Semester IV	A	P	P	A	P	P	P	P	P

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VAC COURSE FOR ACADEMIC YEAR 2019-20
COURSE CODE: VAC031
COURSE TITLE: CONFLICT RESOLUTION

ROLL NO	NAME	16-Jan-20	18-Jan-20	21-Jan-20	24-Jan-20	28-Jan-20	30-Jan-20	1-Feb-20	4-Feb-20	5-Feb-20	6-Feb-20	7-Feb-20
1902080055	RAHUL GEHLAUT	P	P	P	P	P	P	P	P	P	P	P
1902080056	SONALI	P	P	P	P	P	P	P	P	P	P	P
1902080059	KARTIK AMBAWATA	P	P	P	P	P	P	P	P	P	P	P
1902080077	KUMAR ARYAVARDHAN	P	P	P	P	P	P	P	P	P	P	P
1902080078	YUVRAJ TYAGI	P	P	P	P	P	P	P	P	P	P	P
1902080080	SHUBHAM KHARI	P	P	P	P	P	P	P	P	P	P	P
1902080083	AMANDEEP TIWARI	P	P	P	P	P	P	P	P	P	P	P
1902570027	ADITYA	P	P	P	P	P	P	P	P	P	P	P
1611260004	ANMOL SHARMA	P	P	P	P	P	P	P	P	P	P	P
1611260007	SRIHITI MAHAJAN	P	P	P	P	P	P	P	P	P	P	P
1702580002	RUBY YADAV	P	P	P	P	P	P	P	P	P	P	P
1702570015	JILLI MARY PIOUS	A	P	P	P	P	P	P	P	P	P	P
1704120001	ANITA	A	P	P	P	P	P	P	P	P	P	P
1704120012	RUCHI JAIN	P	P	P	P	P	P	P	P	P	P	P
1704120015	SANGAM TYAGI	P	P	P	P	P	P	P	P	P	P	P

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VAC COURSE FOR ACADEMIC YEAR 2019-20
COURSE CODE: VAC031
COURSE TITLE: CONFLICT RESOLUTION

ROLL NO	NAME	8-Feb-20	11-Feb-20	12-Feb-20	14-Feb-20	15-Feb-20	19-Feb-20	22-Feb-20	25-Feb-20	1-Mar-20	6-Mar-20	12-Mar-20
1902080055	RAHUL GEHLAUT	P	P	P	P	P	P	P	P	P	P	P
1902080056	SONALI	P	P	P	P	P	P	P	P	P	P	P
1902080059	KARTIK AMBAWATA	P	P	P	P	P	P	P	P	P	P	P
1902080077	KUMAR ARYAVARDHAN	P	P	P	P	P	P	P	P	P	P	P
1902080078	YUVRAJ TYAGI	P	P	P	P	P	P	P	P	P	P	P
1902080080	SHUBHAM KHARI	P	P	P	P	P	P	P	P	P	P	P
1902080083	AMANDEEP TIWARI	P	P	P	P	P	P	P	P	P	P	P
1902570027	ADITYA	P	P	P	P	P	P	P	P	P	P	P
1611260004	ANMOL SHARMA	P	P	P	P	P	P	P	P	P	P	P
1611260007	SRISHTI MAHAJAN	P	P	P	P	P	P	P	P	P	P	P
1702580002	RUBY YADAV	A	P	P	P	P	P	P	P	P	P	P
1702570015	JIJI MARY PIOUS	P	P	P	P	P	P	P	P	P	P	P
1704120001	ANITA	P	P	P	P	P	P	P	P	P	P	P
1704120012	RUCHI JAIN	P	P	P	P	P	P	P	P	P	P	P
1704120015	SANGAM TYAGI	P	P	P	P	P	P	P	P	P	P	P

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VAC COURSE FOR ACADEMIC YEAR 2019-20
COURSE CODE: VAC031
COURSE TITLE: CONFLICT RESOLUTION

ROLL NO	NAME	14-Mar-20	15-Mar-20	18-Mar-20	19-Mar-20	TOTAL	Present	%
1902080055	RAHUL GEHLAUT	P	P	P	P	35	35	100.00
1902080056	SONALI	P	A	A	P	35	28	80.00
1902080057	KARTIK AMBAWATA	P	A	A	P	35	31	88.57
1902080057	KUMAR ARYAVARDHAN	A	P	P	A	35	29	82.86
1902080059	VINHA, TYAG	P	P	P	P	35	30	85.71
1902080060	SHUBHAM KHARI	P	P	P	P	35	29	82.86
1902080061	AMANDIP TIWARI	P	P	P	P	35	30	85.71
1902080062	ADITYA	P	P	P	P	35	29	82.86
1902080063	ANMOL SHARMA	P	A	A	P	35	30	85.71
1902080064	SRIKANT NATHAN	P	P	P	P	35	32	91.43
1902080065	RUPY TIAGAV	P	A	P	P	35	28	80.00
1902080066	RIJMAKSHY BODI	P	A	P	P	35	29	82.86
1902080067	ANNA	A	P	P	A	35	29	82.86
1902080068	PURUSHOTAM	P	P	P	P	35	29	82.86
1902080069	SANDEEP TIAG	P	P	P	P	35	30	85.71

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THE COMPLETE WORLD OF EDUCATION

VALUE ADDED COURSE (VAC)

ACADEMIC YEAR 2019-20

COURSE CODE: VAC031

COURSE TITLE: CONFLICT RESOLUTION

COURSE OFFERED BY: SCHOOL OF HUMANITIES (SOHS)

LIST OF STUDENTS COMPLETING THE COURSE

S.NO	SESSION	ROLL NO	NAME	PROGRAM	SEMESTER	COURSE CODE	COURSE TITLE	SCHOOL
1	2019-20	1902080055	RAHUL GEHLAUT	BBA	Semester II	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
2	2019-20	1902080056	SONALI	BBA	Semester II	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
3	2019-20	1902080059	KARTIK AMBAWATA	BBA	Semester II	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
4	2019-20	1902080077	KUMAR ARYAVARDHAN	BBA	Semester II	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
5	2019-20	1902080078	YUVRAJ TYAGI	BBA	Semester II	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
6	2019-20	1902080080	SHUBHAM KHARI	BBA	Semester II	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
7	2019-20	1902080083	AMANDEEP TIWARI	BBA	Semester II	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
8	2019-20	1902570027	ADITYA	MBA	Semester II	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
9	2019-20	1611260004	ANMOL SHARMA	B.El.Ed.	Semester VIII	VAC031	CONFLICT RESOLUTION	SCHOOL OF EDUCATION (SOED)
10	2019-20	1611260007	SRISHTI MAHAJAN	B.El.Ed.	Semester VIII	VAC031	CONFLICT RESOLUTION	SCHOOL OF EDUCATION (SOED)
11	2019-20	1702580002	RUBY YADAV	M.Com	Semester IV	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
12	2019-20	1702570015	JIJI MARY PIOUS	MBA	Semester IV	VAC031	CONFLICT RESOLUTION	SCHOOL OF MANAGEMENT AND COMMERCE (SOMC)
13	2019-20	1704120001	ANITA	B.Pharm	Semester IV	VAC031	CONFLICT RESOLUTION	SCHOOL OF MEDICAL AND APPLIED SCIENCES (SMAS)
14	2019-20	1704120012	RUCHI JAIN	B.Pharm	Semester IV	VAC031	CONFLICT RESOLUTION	SCHOOL OF MEDICAL AND APPLIED SCIENCES (SMAS)
15	2019-20	1704120015	SANGAM TYAGI	B.Pharm	Semester IV	VAC031	CONFLICT RESOLUTION	SCHOOL OF MEDICAL AND APPLIED SCIENCES (SMAS)

(Signature)

Principal
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This is to certify that **RAHUL GEHLAUT**, University Enrolment No **1902080055** of **BBA** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

hahajan

Controller of Examination

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This is to certify that **SONALI**, University Enrolment No **1902080056** of **BBA** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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This is to certify that **KARTIK AMBAWATA Q**, University Enrolment No **1902080059** of **BBA** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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This is to certify that **KUMAR ARYA VARDHAN**, University Enrolment No **1902080077** of **BBA** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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This is to certify that **YUVRAJ TYAGI**, University Enrolment No **1902080078** of **BBA** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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This is to certify that **SHUBHAM KHARL**, University Enrolment No **1902080080** of **BBA** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

h. mahajan

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This is to certify that **AMANDEEP TIWARI**, University Enrolment No **1902080083** of **BBA** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

h. mahajan

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Prof.

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K.R. Mangalam University
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This is to certify that **ADITYA**, University Enrolment No **1902570027** of **MBA** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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Sonalika, Sonapatna, Patna, Bihar



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This is to certify that **ANMOL SHARMA**, University Enrolment No **1611260004** of **B.El.Ed.** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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This is to certify that **SRISHTI MAHAJAN**, University Enrolment No **1611260007** of **B.El.Ed.** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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This is to certify that **RUBY YADAV**, University Enrolment No **1702580002** of **M.Com** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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This is to certify that **JIJI MARY PIOUS**, University Enrolment No **1702570015** of **MBA** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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This is to certify that **ANITA**, University Enrolment No **1704120001** of **B.Pharm** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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CERTIFICATE OF COMPLETION

This is to certify that **RUCHI JAIN**, University Enrolment No **1704120012** of **B.Pharm** programme has successfully qualified **VALUE ADDED COURSE VAC031 (Conflict Resolution)** during Academic Session **2019-20 (Even Semester)**.

Date: 10.07.2020

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CERTIFICATE OF COMPLETION

This is to certify that **SANGAM TYAGI**, University Enrolment No **1704120015** of **B.Pharm** programme has successfully qualified **VALUE ADDED COURSE VAC031** (**Conflict Resolution**) during Academic Session **2019-20** (Even Semester).

Date: 10.07.2020

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