



Conflict Resolution and Relationship Building



Price: \$ 2,199

Course Overview

This course provides a comprehensive understanding of conflict resolution and relationship building. It aims to equip students with the skills to effectively manage and resolve conflicts in personal and professional settings while fostering positive and productive relationships.

Course Duration:

8 weeks (Each week consisting of a 2-hour lecture and a 1-hour practical session or discussion, totalling 3 hours per week.)

Course Objectives:

- Understand the nature and dynamics of conflict.
- Identify different conflict resolution styles and strategies.
- Develop effective communication skills for conflict resolution.
- Apply negotiation techniques to resolve conflicts.
- Build and maintain healthy relationships in various contexts.
- Recognize the impact of cultural differences on conflict and relationship dynamics.

Week 1: Introduction to Conflict Resolution

- Definition and types of conflict
- Causes and consequences of conflict
- The role of perception in conflict

Week 2: Conflict Resolution Styles and Strategies

- Overview of conflict resolution styles (e.g., avoiding, accommodating, competing, compromising, collaborating)
- Identifying personal conflict resolution styles
- Effective strategies for different conflict situations

Week 3: Communication Skills for Conflict Resolution

- Active listening and its importance
- Non-verbal communication in conflict resolution
- Techniques for Assertive Communication

Week 4: Negotiation Techniques

- Principles of negotiation
- The negotiation process
- Strategies for Successful Negotiation

Week 5: Relationship Building Foundations

- Elements of a healthy relationship
- Trust and its role in relationships
- Emotional intelligence in building relationships

Week 6: Advanced Relationship-Building Skills

- Empathy and its importance
- Conflict prevention in relationships
- Maintaining long-term relationships





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Week 7: Cultural Considerations in Conflict and Relationships

- Understanding cultural differences
- Cross-cultural communication
- Strategies for managing cultural conflicts

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Week 8: Practical Applications and Case Studies

- Analyzing real-life conflict and relationship scenarios
- Role-playing exercises
- Group discussions and reflections

Assessment Methods

- Participation and engagement (20%)
- Case study analysis (20%)
- Role-playing exercises (20%)
- Mid-term project: Conflict resolution plan (20%)
- Final project: Relationship-building strategy (20%)

