Negotiation & Mediation: The Practice of Conflict Management

PLCY/PWAD 330

May 15 - 31, 2019 | 11:30am-2:45pm | 1005 Global Education Center

Facilitator: Shai Tamari

Eligibility: Undergraduate students  Class capacity: 18  Can it be audited? No  Prerequisites: None

Overview & Objective: This course aims to provide students with the tools necessary in meeting their interests when in conflict with another individual, organization, or government, redefining the meanings of “winning” and “power,” and coping with stress, discomfort, and emotions when in conflict. Students will learn new negotiation and mediation skills, build upon existing ones, and challenge assumptions regarding conflict. While some theory is covered, the main focus is experiential learning through role-plays, workshops, and engagement with professionals in the field. It is meant for students who plan to work for NGOs, government agencies, international organizations, or in any field that requires skills in conflict management.

Course topics include:

- Introduction to Effective Negotiation
- Power & Persuasion
- Reflective and Active Listening
- Gender & Leadership
- Introduction to Mediation
- Cross-Cultural Dispute Resolution
- E-mail Negotiation
- The Art of Apologizing
- Multi-Party Negotiations
- Breathing under Stress Workshop

Assessments:

Active and continuous participation in class; daily pre-negotiation preparation worksheets; daily post-negotiation reflections; one real-world negotiation; one presentation.

For further inquiries, please contact Shai Tamari at tamari@unc.edu or at (919) 962-2034

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