

## MGMT90172 Managing Conflict at Work

<b>Credit Points:</b>	6.25
<b>Level:</b>	9 (Graduate/Postgraduate)
<b>Dates &amp; Locations:</b>	2015, Parkville This subject commences in the following study period/s: June, Parkville - Taught on campus.
<b>Time Commitment:</b>	Contact Hours: 16 hours Total Time Commitment: 85 hours
<b>Prerequisites:</b>	To enrol in this subject, you must be admitted in the Specialist Certificate in Executive Leadership, Specialist Certificate in Operations Management or be enrolled in the Single Subject Study. This subject is not available for students admitted in any other courses.
<b>Corequisites:</b>	None
<b>Recommended Background Knowledge:</b>	None
<b>Non Allowed Subjects:</b>	None
<b>Core Participation Requirements:</b>	For the purposes of considering requests for Reasonable Adjustments under the Disability Standards for Education (Commonwealth 2005), and Students Experiencing Academic Disadvantage Policy, academic requirements for this subject are articulated in the Subject Overview, Objectives, Assessment and Generic Skills sections of this entry. It is University policy to take all reasonable steps to minimise the impact of disability upon academic study, and reasonable adjustments will be made to enhance a student's participation in the University's programs. Students who feel their disability may impact on meeting the requirements of this subject are encouraged to discuss this matter with a Faculty Student Adviser and the Disability Liaison Unit: <a href="http://www.services.unimelb.edu.au/disability/">http://www.services.unimelb.edu.au/disability/</a>
<b>Contact:</b>	Program Coordinator - Ms Julie Bourke Phone - 9810 3154 Email - <a href="mailto:execed@commercial.unimelb.edu.au">execed@commercial.unimelb.edu.au</a> ( <a href="mailto:execed@commercial.unimelb.edu.au">mailto:execed@commercial.unimelb.edu.au</a> )
<b>Subject Overview:</b>	<p>This subject focuses on building knowledge and skills to enable organizations to manage workplace relations conflicts for productive outcomes. It introduces principles of effective negotiation and conflict resolution, and their application to different formal procedures available for resolving conflicts under Australian workplace relations law.</p> <p>It provides participants with opportunities to apply these principles through simulations and conflict resolution exercises, and the examination of real cases that have been subject to formal dispute resolution processes before an industrial tribunal. The first part of the program lays the foundations for understanding effective dispute resolution by examining the nature of workplace conflict, conflict management styles, and principles for resolving workplace disputes effectively. The second part focuses on the legal framework regulating workplace dispute resolution procedures, and how to manage formal conciliation and mediation processes and how these can be used to create sustainable resolution of workplace conflicts.</p>
<b>Learning Outcomes:</b>	<ul style="list-style-type: none"> <li># Understand the range of techniques available for effective resolution of workplace disputes, and how to achieve more sustainable outcomes.</li> <li># Develop a working knowledge of formal procedures for workplace dispute resolution procedures</li> <li># Experience how formal procedures for dispute resolution work in practice, and how to work within them.</li> </ul>
<b>Assessment:</b>	2,500 word assignment on the effectively managing workplace relations dispute resolution procedures in a selected case study (100%)
<b>Prescribed Texts:</b>	A study guide with readings and cases will be provided before the commencement of the subject.

<b>Breadth Options:</b>	This subject is not available as a breadth subject.
<b>Fees Information:</b>	Subject EFTSL, Level, Discipline & Census Date, <a href="http://enrolment.unimelb.edu.au/fees">http://enrolment.unimelb.edu.au/fees</a>
<b>Links to further information:</b>	<a href="http://fbe.unimelb.edu.au/execed/open_programs/work_conflict_resolution">http://fbe.unimelb.edu.au/execed/open_programs/work_conflict_resolution</a>