Listen

Module 3 - Background

CONFLICT AND NEGOTIATION

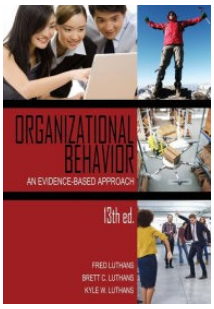
Required Reading

Start off with two short videos from Professor Debow of the University of California, Irvine that will give you an overview of the main principles of conflict and negotiation:

Debow, N. (2015) Different types of conflict, Lesson 1. *Types of Conflict.* Retrieved from: *https://www.coursera.org/learn/types-of-conflict/lecture/kyTRz/different-types-of-conflict-lesson-1*

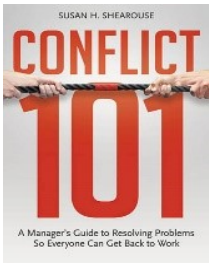
Debow, N. (2015) Different types of conflict, Lesson 2. *Types of Conflict.* Retrieved from: *https://www.coursera.org/learn/types-of-conflict/lecture/B5EhA/different-types-of-conflict-lesson-2*

Now dig deeper into this topic with the following two book chapters. The following two readings are especially important for the Case Assignment so go through these chapters carefully:



Luthans, F., Luthans, K. W., & Luthans, B. C. (2015). Chapter 9: Stress and conflict. *Organizational behavior: An evidence-based approach*. Charlotte, North Carolina: Information Age Publishing, pp. 258-264. [EBSCO. Note: you don't have to read the whole chapter, just the second part on organizational conflict]

Bauer, T., & Erdogan, B. (2012). *Chapter 10: Conflict and negotiations*. *Organizational Behavior.* Lardbucket.org



Shearouse, S. H. (2011). Chapter 5: How we respond: Approaches to conflict. *Conflict 101: A manager's guide to resolving problems so everyone can get back to work.* New York: AMACOM. [eBook Business Collection]

Optional Reading

Sims, R. (2002). Chapter 10 Conflict and negotiation at work. *Managing Organizational Behavior*. Greenwood Press Westport, CT [eBook Academic Collection]