

Business Administration

Course Number:	BUAD 201
Course Title:	CONFLICT RESOLUTION AND NEGOTIATION
Credits:	3
Calendar Description:	This course focuses on interpersonal communication theory and skills required to interact effectively with others, plan and conduct interviews and meetings, develop relationships with diverse clients and colleagues, resolve conflict, manage and respond to anger, and negotiate effectively in the work environment. Students will learn to approach the client relationship and the resolution of conflicts cooperatively and collaboratively. <i>(also offered by Distance Education)</i>
Semester and Year:	FALL 2018
Prerequisite(s):	No
Corequisite(s):	No
Prerequisite to:	No
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	Required - BBA, Human Resources Management option Elective - Diploma, Human Resources Management option
Substitutable Courses:	No
Transfer Credit:	No
Special Notes:	
Development Date:	
Revision Date:	December 2011

Chair's Approval:

Professors

Dustin Gumpinger
Course Captain

Course Schedule

Date	Topic	Readings	Assignments
	Tuesday, September 4 – Orientation Day Wednesday, September 5 - Classes Start Monday, October 8 – Thanksgiving Day (no classes) Monday, November 12 – Remembrance Day (no classes) Thursday, December 6 - Last Day of Regular Classes		

SKILLS ACROSS THE BUSINESS CURRICULUM

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

STUDENT CONDUCT AND ACADEMIC HONESTY

What is the Disruption of Instructional Activities?

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or c* ntion o a u5(ng)4p()37(ng)4(a)-9(l)5 f(as)-20()25(a)1O20(CET6.00000912 0 612 792 reW* nBT/F1 9.96 Tf1 0