

Brief Syllabus
37:575:312 Conflict and Conflict Resolution in the Workplace

Course Description:

How people resolve work-related grievances; bargaining, grievance procedures, mediation, arbitration, demonstrations, strikes and industrial violence. Examines union and nonunion workplaces.

Important information:

This class is suitable for all students – majors and minors, as well as others. It also counts as an elective for the HRM major, as well as all the majors and minors offered by the Labor Studies and Employment Relations Department.

Learning Objectives. The student is able to:

Labor Studies and Employment Relations Department:

- Apply concepts from employment relations, and substantive institutional knowledge, to understanding contemporary developments related to work. (Goal 2).

School of Management and Labor Relations:

- Demonstrate an understanding of how to apply knowledge necessary for effective work performance. (Goal VI)

Assessment of student success in meeting learning objectives:

Typically a rubric is applied to particular essay or short answer questions on the final exam for this purpose.

In addition, grades are also based on student performance in exercises, discussions, short written assignments, and objective items on exams.