

Department of Management Studies

Lesson Plan: BBA General				Semester :3	2024-25		
Course Name (Code) : COMMUNICATION, MEDIATION AND RESOLUTION					Faculty : Ms. Chitrakashi Hooda		
cs / lectures are arranged in sequence - same - as to be taught in the class. Maintain data related to "Date" in its hard							
S. No.	Lecture No	CO	Topic Description	Teaching Pedagogy	Planned	Reference Material	Remarks, if any
					2025		
1	1	1	Introduction of Subject	PPT	21 July	T1	
2	2	1	7C's of Communication	PPT	22 July	T1	
3	3	1	Win-Win Communication	PPT	24 July	T1	
4	4	1	Strategies for Effective Communication	PPT	25 July	T1	
5	5	1	Zero-Sum	PPT	28 July	T1	
6	6	1	Reasons for Conflict	PPT	29 July	T1	
7	7	1	Communication Barriers	PPT	31 July	T1	
8	8	1	Communication Barriers	PPT	1 Aug	T1	
9	9	1	Revision	PPT	4 Aug	T1	
10	10	1	Test		5 Aug	T1	
11	11	2	Critical Thinking and Cognitive Skills: reason analysis, synthesis	PPT	7 Aug	T1	
12	12	2	root cause analysis, divide and rule	PPT	8 Aug	T1	
13	13	2	logic and logical fallacies.	PPT	11 Aug	T1	
14	14	2	Reasoning; Logic; Inductive and Deductive Reasoning	PPT	12 Aug	T1	
15	15	2	Logical fallacies: Ad hominem, straw man fallacy	PPT	14 Aug	T1	
16	16	2	bandwagon fallacy; hasty generalization	PPT	18 Aug	T1	
17	17	2	false dilemma; false dichotomy	PPT	19 Aug	T1	
18	18	2	Tu Quoque; circular reasoning and hasty generalization	PPT	21 Aug	T1	
19	19	2	Recognizing fallacies	PPT	22 Aug	T1	
20	20	2	Revision	PPT	25 Aug	T1	
21	21	2	Test		26 Aug	T1	
22	22	3	Mediation and Conflict-Resolution: Cognitive Skills and Critical thinking	PPT	1 Sep	T1	
23	23	3	Listening for key words, phrases and hints,	PPT	2 Sep	T1	
24	24	3	Creative Communicating	PPT	4 Sep	T1	
25	25	3	Managing and celebrating Diversity, Adaptability	PPT	5 Sep	T1	
26	26	3	Negotiation	PPT	8 Sep	T1	
27	27	3	Dispute-resolution; arbitration; mediator's role;	PPT	9 Sep	T1	
28	28	3	caucuses, third party,	PPT	11 Sep	T1	

29	29	3	objectivity, impartiality,	PPT	12 Sep	T1	
30	30	3	neutrality, offers,	PPT	15 Sep	T1	
31	31	3	counter offers, questions,	PPT	16 Sep	T1	
32	32	3	demands, and proposals,	PPT	18 Sep	T1	
33	33	3	impasse, settlement.	PPT	19 Sep	T1	
34	34	3	Brainstorming,	PPT	22 Sep	T1	
35	35	3	Problem solving strategies	PPT	23 Sep	T1	
36	36	3	Stress management	PPT	25 Sep	T1	
37	37	3	Stress management	PPT	26 Sep	T1	
38	38	3	Significance of Collaboration	PPT	29 Sep	T1	
39	39	3	Confronting challenges.	PPT	30 Sep	T1	
40	40	3	Revision	PPT	6 Oct	T1	
41	41	3	Test		7 Oct	T1	
42	42	4	Mediation in Practice: Exercises in role-playing Mediation	Role play	9 Oct	T1	
43	43	4	Mediation in Practice: Exercises in role-playing Mediation	Role play	13 Oct	T1	
44	44	4	Mediation in Practice: Exercises in role-playing Mediation	Role play	14 Oct	T1	
45	45	4	Mediation in Practice: Exercises in role-playing Mediation	Role play	24 Oct	T1	
46	46	4	one case study assignment as directed by the teacher.	Case Study	27 Oct	T1	
47	47	4	one case study assignment as directed by the teacher.	Case Study	28 Oct	T1	
48	48	4	one case study assignment as directed by the teacher.	Case Study	30 Oct	T1	
49	49	4	Revision	PPT	31 Oct	T1	
50	50	4	Revision	PPT	3 Nov	T1	
51	51	4	Revision	PPT	4 Nov	T1	
52	52	4	Revision	PPT	6 Nov	T1	
53	53	4	Revision	PPT	7 Nov	T1	
54	54	4	Revision	PPT	10 Nov	T1	
55	55	4	Revision	PPT	11 Nov	T1	
56	56	4	Revision	PPT	13 Nov	T1	
57	57	4	Revision	PPT	14 Nov	T1	

CO	CO STATEMENT
1	The students will be familiarized with the process and barriers of communication.
2	The students will be enabled to develop critical thinking and identify logical fallacies.
3	The students will be able to recognize factors and apply strategies in conflict resolution.
4	The students will be able to appreciate the role of mediation and find creative solutions

SUGGESTED READINGS:

1. Mangla, R. K. Basics of Communication, Mediation and Resolution.
2. Raman, M., & Sharma, S. Effective Communication Skills.
3. Phillips, C. C. Conflict, Conflict Resolution and Mediation: Theory, Process and Practice.