

SATYUG DARSHAN INSTITUTE OF ENGINEERING & TECHNOLOGY, FARIDABAD					
DEPARTMENT OF MANAGEMENT STUDIES					
Lesson Plan / Teaching Plan / Lecture Plan with Progress : BBA -DM 3rd Semester : 2025-26					
Course Name (Code) :		Communication, Mediation & Resolution (AEC-102-N1)		Faculty :	Ms Sanchita Khantwal
Topics / lectures are arranged in sequence - same - as to be taught in the class. Maintain data related to "Date" in its hard copy.					
S. No.	Lecture No	Topic Description	Teaching Pedagogy	Reference Material	Remarks, if any
1	1	Communication and its process	Projector	Web Source/Text Book	
2	2	7 C's of Communication	Projector	Web Source/Text Book	
3	3	Win-Win Communication and Zero-sum communication	Projector	Web Source/Text Book	
4	4	Strategies for effective Communication	Projector	Web Source/Text Book	
5	5	Communication Barrier	Projector	Web Source/Text Book	
6	6	Reasons for Conflict	Projector	Web Source/Text Book	
7	7	Conflict management techniques	Projector	Web Source/Text Book	
8	8	Revision Unit - 1	Projector	Web Source/Text Book	
9	9	Critical Thinking and cognitive skills	Projector	Web Source/Text Book	
10	10	Reason, Analysis and synthesis	Projector	Web Source/Text Book	
11	11	Divide and Rule & Root cause analysis	Projector	Web Source/Text Book	
12	12	Reasoning, Logic	Projector	Web Source/Text Book	
13	13	Logical fallacies Part 1	Projector	Web Source/Text Book	
14	14	Logical fallacies Part 2	Projector	Web Source/Text Book	
15	15	Logical fallacies Part 3	Projector	Web Source/Text Book	
16	16	Recognizing fallacies	Projector	Web Source/Text Book	
17	17	Inductive and deductive reasoning	Projector	Web Source/Text Book	
18	18	Cognitive skills and critical thinking	Projector	Web Source/Text Book	
19	19	Creative communication	Projector	Web Source/Text Book	
20	20	Managing and celebrating Diversity	Projector	Web Source/Text Book	
21	21	Listening for keywords, phrases and hints	Projector	Web Source/Text Book	
22	22	Ways of dispute resolution Part 1	Projector	Web Source/Text Book	
23	23	Ways of dispute resolution Part 2	Projector	Web Source/Text Book	
24	24	Arbitration and its role in conflict resolution Part 1	Projector	Web Source/Text Book	
25	25	Mediation and its role in conflict resolution Part 2	Projector	Web Source/Text Book	
26	26	Caucuses, Third Party	Projector	Web Source/Text Book	
27	27	Objectivity and Impartiality	Projector	Web Source/Text Book	
28	28	Neutrality, Offers, Counter Offers	Projector	Web Source/Text Book	
29	29	Questions Demands and proposals	Projector	Web Source/Text Book	
30	30	Impasse, Settlement	Projector	Web Source/Text Book	
31	31	Brainstorming, Problem solving strategies	Projector	Web Source/Text Book	
32	32	Stress Management (causes of stress) Part 1	Projector	Web Source/Text Book	
33	33	Stress Management (Stress management techniques) Part 1	Projector	Web Source/Text Book	
34	34	Collaboration and its significance	Projector	Web Source/Text Book	
35	35	case study in role playing	Projector	Web Source/Text Book	
36	36	case study in mediation	Projector	Web Source/Text Book	
37	37	case study in arbitration	Projector	Web Source/Text Book	
38	38	Revision of important questions Part 1	Projector	Web Source/Text Book	
39	39	Revision of important questions Part 2	Projector	Web Source/Text Book	
40	40	Revision of important questions Part 3	Projector	Web Source/Text Book	

Study Material / Books / Web-resources / Online Courses Links etc.

S. No.	
1	Business Communication, MK Sehgal
2	Basics of Communication, Mediation and Resolution, Dr Rajesh Kumar Mangla