

Lesson Plan / Teaching Plan / Lecture Plan with Progress : BBA HFSB -II Semester B: 2025-26

<u>Course Name</u> (Code) :		<u>Communication, Mediation and Resolution (CMR)</u>	<u>AEC-102-N1</u>	<u>Faculty :</u>	Shalaka Tanwar
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-Definition	Lecture	T1	
2	2	Communication-Process	Lecture	T1	
3	3	Communication-Types	Lecture	T1	
4	4	7C's of Communication	Board	T1	
5	5	Zero-sum Communication	Board	T1	
6	6	Conflicts in Communication	Board	T1	
7	7	Barriers to effective communication	Board	T1	
8	8	How to overcome	Board	T1	
9	9	Win-win communication	Board	T1	
10	10	Revision	Board	T1	
11	11	Class Test	Board	T1	
12	12	Critical Thinking-definition	PPT+Board	T1	
13	13	Critical thinking-Reasons,Analysis	PPT+Board	T1	
14	14	Cognitive Skills-Synthesis	Board	T1	
15	15	Root-Cause Analysis	PPT+Board	T1	
16	16	Root-Cause Analysis	PPT+Board	T1	
17	17	Logical Fallacies	PPT+Board	T1	
18	18	Reasoning-Inductive & Deductive	PPT+Board		
19	19	Continued	PPT+Board	T1	
20	20	Ad-Hominem,Strawman	PPT	T1	
21	21	Bandwagon,Hasty Generalisation	PPT	T1	
22	22	False Dilemma,	PPT+Board	T1	
23	23	Divide & Rule	PPT+Board	T1	
24	24	Continued & Revision	PPT+Board	T1	
25	25	Circular Reasoning	PPT+Board	T1	
26	26	Conflict Resolution-Introduction	PPT+Board	T1	
27	27	Role of Critical thinking & cognitive skills in Conflict Resolution.	PPT+Board	T1	

28	28	Mediation,Negotiation,Role of Mediator	PPT+Board	T2	
29	29	Finding keywords in conflict.	PPT+Board	T1	
30	30	Arbitration	PPT+Board	T2	
31	31	Creative Communication	PPT+Board	T1	
32	32	Revision	PPT+Board	T1	
33	33	Impartiality,Role of Third Party	PPT+Board	T2	

34	34	Managing & Celebrating Diversity	PPT+Board	T1	
35	35	Continued	Board	T1	
36	36	Revision Class/Class Test	Test, discussion		
37	37	Discussion of Test			
38	38	Offers,Counter Offers	Board	T2	
39	39	Questions,Demands & Propasals	PPT	T2	
40	40	Cont.	PPT	T2	
41	41	Impasse,Settlement	PPT	T2	
42	42	Brain Storming,Problem Solving Techniques	PPT+Board	R1	
43	43	Stress Management	PPT+Board	T2	
44	44	Significance of Collaboration	PPT+Board	R1	
45	45	Confronting Challenges	PPT+Board	R1	
46	46	Mediation in Practice:Role Plays			
47	47	Revision/Class Tests			
Study Material / Books / Web-resources / Online Courses Links etc.					

	S. No.	Description			
		Text Books:			
	1	[T1] Basics of Communication, Mediation & Resolution-Dr. Rajesh Mangla			
	2	[T2]- Conflict Resolution Skills by Clay Conrad Philips.			
		Reference Books:			
	1	[R1] Effective Communication Skills-Meenakshi Raman & Sangeeta Sharma			
	2	[R2] DN Dwivedi, Vikas Publications, 7th Edition 2008			