

SATYUG DARSHAN INSTITUTE OF ENGINEERING & TECHNOLOGY, FARIDABAD					
Department of Management Studies					
Lesson Plan: BBA General			Semester :3	2025-26	
Course Name (Code) : COMMUNICATION, MEDIATION AND RESOLUTION (CMR) AEC-102-N1					
			Faculty : Ms. Chitrakashi Hooda		
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	Introduction of Subject	PPT	T1	
2	2	7C's of Communication	PPT	T1	
3	3	Win-Win Communication	PPT	T1	
4	4	Strategies for Effective Communication	PPT	T1	
5	5	Zero-Sum	PPT	T1	
6	6	Reasons for Conflict	PPT	T1	
7	7	Communication Barriers	PPT	T1	
8	8	Communication Barriers	PPT	T1	
9	9	Revision	PPT	T1	
10	10	Test		T1	
11	11	synthesis	PPT	T1	
12	12	root cause analysis, divide and rule	PPT	T1	
13	13	logic and logical fallacies.	PPT	T1	
14	14	Reasoning; Logic; Inductive and Deductive Reasoning	PPT	T1	
15	15	Logical fallacies: Ad hominem, straw man fallacy	PPT	T1	
16	16	bandwagon fallacy; hasty generalization	PPT	T1	
17	17	false dilemma; false dichotomy	PPT	T1	
18	18	Tu Quoque; circular reasoning and hasty generalization	PPT	T1	
19	19	Recognizing fallacies	PPT	T1	
20	20	Revision	PPT	T1	
21	21	Test		T1	
22	22	Critical thinking	PPT	T1	
23	23	Listening for key words, phrases and hints,	PPT	T1	
24	24	Creative Communicating	PPT	T1	
25	25	Managing and celebrating Diversity, Adaptability	PPT	T1	
26	26	Negotiation	PPT	T1	
27	27	Dispute-resolution; arbitration; mediator's role;	PPT	T1	
28	28	caucuses, third party,	PPT	T1	
29	29	objectivity, impartiality,	PPT	T1	
30	30	neutrality, offers,	PPT	T1	
31	31	counter offers, questions,	PPT	T1	
32	32	demands, and proposals,	PPT	T1	
33	33	impasse, settlement.	PPT	T1	
34	34	Brainstorming,	PPT	T1	
35	35	Problem solving strategies	PPT	T1	
36	36	Stress management	PPT	T1	
37	37	Stress management	PPT	T1	
38	38	Significance of Collaboration	PPT	T1	
39	39	Confronting challenges.	PPT	T1	
40	40	Revision	PPT	T1	
41	41	Test		T1	
42	42	Mediation	Role play	T1	
43	43	Mediation	Role play	T1	
44	44	Mediation	Role play	T1	
45	45	Mediation	Role play	T1	
46	46	one case study assignment as directed by the teacher.	Case Study	T1	
47	47	one case study assignment as directed by the teacher.	Case Study	T1	
48	48	one case study assignment as directed by the teacher.	Case Study	T1	
49	49	Revision	PPT	T1	
50	50	Revision	PPT	T1	
51	51	Revision	PPT	T1	
52	52	Revision	PPT	T1	
53	53	Revision	PPT	T1	
54	54	Revision	PPT	T1	
55	55	Revision	PPT	T1	
56	56	Revision	PPT	T1	
57	57	Revision	PPT	T1	

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

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.

Submitted by:
Ms. Chitrakashi Hooda

Head of Department
Dr. Manpreet Kaur