

# Executive MASTER of BUSINESS ADMINISTRATION

EVIDENCE - BASED

## NEGOTIATION & CONFLICT MANAGEMENT (BUS 785)

**DESCRIPTION** This course is about understanding the dynamics of conflict in the workplace and how to use negotiation and conflict management skills.

In addition to participating in a formal negotiation simulation throughout the week, course participants will be involved in a series of interactive skills development sessions that will aid them in formal negotiations and enhance an executive's role in managing workplace conflict.

### TOPICS COVERED INCLUDE

- conflict management techniques
- strategies for formal negotiations
- negotiation-style self-assessments
- creative problem-solving
- formal mediation and arbitration
- interested party mediation.

**FACILITATORS** [Wendy Carroll](#) and [Tim Carroll](#)

**DATES** July 30–August 3, 2012, 8:30 am–5:00 pm\* (coffee breaks and lunches provided on site)

\*Course could continue into the evening depending on group assignments. Full attendance during the week is mandatory—no exceptions.

**LOCATION** UPEI School of Business, McDougall Hall, Room TBA. On-campus accommodations are available.

**ELIGIBILITY CRITERIA** This is a graduate-level course and, as such, both academic and work experience will be assessed. An undergraduate degree in any discipline is required, as well as a minimum of three years of full-time relevant work experience.

**COST** \$3,072 (includes tuition, part-time student fees, textbook and course materials).

**REQUIREMENTS** Pre-course readings and a post-course report.

### TO APPLY

- Download and complete a [Graduate Programs Application Form](#)
- Attach a detailed résumé and fax to MBA Coordinator, School of Business, UPEI at 902.628.4302.
- We will assess your application and someone will contact you with a decision.

**APPLICATION DEADLINE** June 30, 2012. There are a limited number of seats available, so please apply early.

**NOTE** Your acceptance to this course does not guarantee acceptance into UPEI's **Executive MBA Program**. Admission to the MBA program is a separate process. A portion of the tuition paid for this graduate course may be deducted from the MBA Program fees if you enrol in the Program within 12 months of registering for this single graduate course. This course serves as a credit toward the **Executive MBA**.

For more information, please contact Grace McCourt at 902.566.6474 or [mba@upei.ca](mailto:mba@upei.ca).

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**WENDY R. CARROLL, PHD**

Dr. Wendy Carroll is a faculty member in the School of Business and interim Vice-President of Student Affairs at the University of Prince Edward Island.

After a 20-year business career working in national and multinational companies as a senior leader and executive, Wendy made the transition to academia, joining Acadia University and then, UPEI.

Her industry experience spans strategic human resource management, industrial relations, human resource management (HRM), employee relations, and operations management. Wendy also has extensive experience in negotiations and conflict management both in labour relations and commercial settings.

At UPEI, Wendy continues her research on workforce strategies for the future and strategic HRM. She has won several teaching awards including Graduate Faculty Member of the Year for UPEI in 2008 and 2009, as well as the Hessian Merit Award of Teaching Excellence in 2011.

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**TIM CARROLL**

Tim Carroll is an associate professor at the UPEI School of Business, where he has been teaching courses in marketing, strategy, and management for the last 25 years.

His research interests include the development of “soft skills” for managers. He has been delivering courses and seminars in conflict management for 10 years to both executives and students.

Professor Carroll’s negotiating experience dates back to the late 1970s with the Ontario Vegetable Board and later, as an MLA and member of Executive Council.

He continues to be an active volunteer and consultant to both government and the private sector.

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