OB6376 - Dispute Systems Design

OB 6376 Dispute Systems Design (3 semester credit hours) Executive Education Course. This course examines the theory and practice of organizational dispute resolution systems (DSD) and offers a model for assessing current operations, planning, implementing, and evaluating the effectiveness of changes. For practitioners of interest-based negotiation and mediation, the course allows exploration of the organizational dynamics that support these methods and the organizational dynamics that block or derail them. Considering methods of dispute systems design in the literature, students complete exercises that provide practical experience in carrying a DSD effort from Initial Contact through to Blueprint/Assessment, Implementation, and Evaluation/Continuous Improvement phases. (3-0) Y