

朝陽科技大學 092學年度第2學期教學大綱  
Conflict and Crisis Management 衝突與危機處理

當期課號	4236	Course Number	4236
授課教師	林木春	Instructor	LIN,MU CHUN
中文課名	衝突與危機處理	Course Name	Conflict and Crisis Management
開課單位	休閒事業管理系(二日)四A	Department	
修習別	選修	Required/Elective	Elective
學分數	3	Credits	3
課程目標	本課程教學目標在使學生瞭解休閒業經營的風險與特性、從業人員應有之緊急應變服務態度與職業道德、運用各種方式熟練相關休閒業的應變能力。	Objectives	This course is expecting the participants to experience the conflict & crisis management. In the mean time, to enhance the crisis management ability of the students in this class is highly expected. Lots of useful information will also be provided.
教材	一、理論講授 二、個案研討 三、專題報告	Teaching Materials	1.Theory analysis 2.case study 3.Presentation & report
成績評量方式	一、期中考 35% 二、期末報告35% 三、個案討論30%	Grading	1.Mid-term test 35% 2.Presentation & report35% 3.case study performance 30%
教師網頁	-		
教學內容	衝突刺激經濟和科學的改變,同時也瓦解舊規範。在社會化過程中,我們無法自外於衝突事件,而衝突本身常常是既競爭又合作的混合關係。如何在衝突過程中,減少或降低不必要的傷害,追求整合性協商談判的雙贏策略,必須要能掌握四項關鍵原則： 一、對事不人 二、重視利益而非堅守立場 三、尋求互利方案 四、兼顧主客觀評估標準	Syllabus	How to compromise with different parties/ departments/ status and even different opinions is a major issue nowadays, especially on the business society, prevention is more important than cure, therefore the object of this class will aim to teach how to solve the problem when (and even before) it happen.

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