

**朝陽科技大學 093學年度第2學期教學大綱**  
**Conflict and Crisis Management 衝突與危機管理**

<b>當期課號</b>	4184	<b>Course Number</b>	4184
<b>授課教師</b>	鄧迺鏞	<b>Instructor</b>	TENG, NAI YUNG
<b>中文課名</b>	衝突與危機管理	<b>Course Name</b>	Conflict and Crisis Management
<b>開課單位</b>	休閒事業管理系(二日)四A	<b>Department</b>	
<b>修習別</b>	選修	<b>Required/Elective</b>	Elective
<b>學分數</b>	3	<b>Credits</b>	3
<b>課程目標</b>	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。	<b>Objectives</b>	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.
<b>教材</b>		<b>Teaching Materials</b>	
<b>成績評量方式</b>	平常成績30%、期中報告30%、期末報告40%	<b>Grading</b>	Seminar 30% Middle report 30% Terminal report 40%
<b>教師網頁</b>			
<b>教學內容</b>	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	<b>Syllabus</b>	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.

尊重智慧財產權，請勿非法影印。