

In Progress

Please note that this Unit Profile is still in progress. The content below is subject to change.



HRMT19023 *Conflict and Negotiation*

Term 2 - 2026

Profile information current as at 21/05/2026 12:12 am

All details in this unit profile for HRMT19023 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

One of the most challenging tasks confronted by university graduates working in human resources is the management of conflict and effective practice of negotiation. Accordingly, as a graduate, you will be required to have some fundamental skills from the very start of your career. These include the ability to apply basic psychological principles when dealing with people, the ability to prepare and conduct effective negotiations, and the ability to find productive solutions in conflict situations. This unit is designed to provide you with the opportunity to build upon theory from earlier units, and to acquire conflict resolution skills that will be applicable in the workplace.

Details

Career Level: *Undergraduate*

Unit Level: *Level 3*

Credit Points: 6

Student Contribution Band: 10

Fraction of Full-Time Student Load: 0.125

Pre-requisites or Co-requisites

Pre-requisite: HRMT11011 In addition, a sound knowledge base demonstrated by 72 credit points (undergraduate units) Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure \(Higher Education Coursework\)](#).

Offerings For Term 2 - 2026

- Online

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

Class and Assessment Overview

Recommended Student Time Commitment

Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

Regional Campuses

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

Metropolitan Campuses

Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview

Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the [University's Grades and Results Policy](#) for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the [CQUniversity Policy site](#).

You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure - Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure - International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback - Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the [CQUniversity Policy site](#).

Previous Student Feedback

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Student evaluation

Feedback

Monitor student evaluation, especially in terms of learning materials and useful feedback

Recommendation

Encourage students to provide qualitative feedback on the quality of the learning materials and feedback provided in the unit.

Feedback from Unit coordinator reflection

Feedback

Assess the effectiveness of new case studies and assessment item scenarios

Recommendation

Determine whether the new assessment item scenarios and case studies are as effective as previously used content in terms of student experience and performance.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Analyse the theory underpinning effective communication in an organisational environment
2. Apply basic psychological principles of communication to workplace situations such as interviews, consultations, negotiations, and meetings
3. Analyse the theory underpinning successful negotiation
4. Use effective techniques to plan, prepare, and conduct negotiations
5. Analyse the theory underpinning conflict resolution in the workplace
6. Apply basic conflict resolution techniques and principles in practical scenarios

Alignment of Learning Outcomes, Assessment and Graduate Attributes

— N/A Level ● Introductory Level ● Intermediate Level ● Graduate Level ● Professional Level ● Advanced Level

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Practical Assessment - 25%	●	●				
2 - Reflective Practice Assignment - 35%			●	●		
3 - Report - 40%					●	●

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes

Learning Outcomes

	1	2	3	4	5	6
1 - Communication	•	•	•	•	•	•
2 - Problem Solving	•	•	•	•	•	•
3 - Critical Thinking	•	•	•	•	•	•
4 - Information Literacy	•	•	•	•	•	•
5 - Team Work			•	•		
6 - Information Technology Competence				•		
7 - Cross Cultural Competence	•	•	•	•	•	•
8 - Ethical practice	•	•	•	•	•	•
9 - Social Innovation						
10 - First Nations Knowledges						
11 - Aboriginal and Torres Strait Islander Cultures						

Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks

Graduate Attributes

	1	2	3	4	5	6	7	8	9	10	11
1 - Practical Assessment - 25%	•	•	•	•			•	•			
2 - Reflective Practice Assignment - 35%	•	•	•	•	•		•	•			
3 - Report - 40%	•	•	•	•			•	•			

Textbooks and Resources

Information for Textbooks and Resources has not been released yet.
This information will be available on Monday 22 June 2026

Academic Integrity Statement

Information for Academic Integrity Statement has not been released yet.
This unit profile has not yet been finalised.