

Teaching guide

IDENTIFICATION DETAILS

Degree:	Integral Leadership Program (Associated with Business Studies + International Relations)		
Faculty/School:	Legal and Business Science		
Course:	IMPACT AND NEGOTIATION		
Type:	Compulsory Internal	ECTS credits:	2
Year:	3	Code:	71343
Teaching period:	Fifth-Sixth semester		
Teaching type:	Classroom-based		
Language:	English		
Total number of student study hours:	50		

Teaching staff	E-mail
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SUBJECT DESCRIPTION

This course, part of the ILP Integral Leadership Program, provides a comprehensive introduction to concepts in interpersonal communication effectiveness, conflict management and negotiation, all of them essential competences to succeed when working with others, either at the University, or in our professional career in the future.

Knowing how to communicate effectively with others, how to impact, how to resolve conflicts or to negotiate, are undoubtedly key competences for a professional today, and mainly if we are working to develop ourselves in order to become extraordinary leaders in the future.

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GOAL

The general objective of this course for students to understand how to position oneself in face of a negotiation in order to have a greater influence and seek to obtain win win agreements. The course will focus on planning and strategy, through real life case examples.

The specific aims of the subject are:

Understand and practice the communication climate necessary for effective negotiations and controversial / conflict situations.

Develop a deeper understanding of the conflict resolution processes.

Acquire skills to solve conflicts effectively.

Develop a deeper understanding of the negotiation processes.

Acquire skills to negotiate effectively.

PRIOR KNOWLEDGE

It is recommended that students review interpersonal communication key concepts studied in previous years, as well as recover their MBTI.

COURSE SYLLABUS

NEGOTIATION SKILLS:

- What's negotiation?
- Basic negotiation laws: dependence and exchange. - Negotiation process and its phases.
- Key principles and skills to negotiate effectively. (Batna, Zopa, Meso, Empathy vs Assertiveness)
- Conflict management Test

EDUCATION ACTIVITIES

Learn by doing approach in which students are expected to participate actively.

Role plays

Style tests

Case studies

Analysing a film

DISTRIBUTION OF WORK TIME

CLASSROOM-BASED ACTIVITY	INDEPENDENT STUDY/OUT-OF-CLASSROOM ACTIVITY
16 hours	34 hours

SKILLS

LEARNING RESULTS

The student will recognize conflicts as an opportunity.

The student will know the role of emotions in a conflict, having learned techniques to handle them properly.

The student will know different possible modes when negotiating or managing a conflict, and which is the most

appropriate depending on the circumstances.

The student will know what is to negotiate and what are the main negotiation laws.

The student will know the phases of the negotiation and the basic principles and skills to be taken into account in order to negotiate effectively.

LEARNING APPRAISAL SYSTEM

Students will be evaluated through a continuous evaluation system (CES) and via the following tools:

- Attendance and continuous evaluation by the teacher of active participation in the exercises and debates in class and the on-line campus forums. Attitudes and quality of reasoning measurement.

- Various individual works / exercises to apply theoretical knowledge.

- Personal Action Plan

Attendance and participation count for 60% of the grade as most work will be done during class.

The personal action Plan is 40% of the grade

Extraordinary Evaluation:

In case a student fails the first time around, he/she do a book report base don Getting to Yes. Ury

BIBLIOGRAPHY AND OTHER RESOURCES

Basic

Fisher, R. (2006): "Beyond Reason: Using Emotions as You Negotiate". Ed. Penguin Books.
Ury "Getting to Yes"