



Course Title: Negotiation and Conflict Management

Course Code: HR704

Credit Units: 3

Level: P G

L	T	P/S	SW/F W	TOTAL CREDIT UNITS
3	0	0	0	3

Course Objectives:

This course is designed to give students a better understanding and grasp of the strategic, psychological and cultural aspects of negotiations as well as practical tips gleaned from negotiation research. This course will enable the students to learn concrete steps to help them negotiate effectively as well as appreciate how negotiation and mediation theories offer insights to the analysis and resolution of conflicts/disputes.

Prerequisites: The course demands basic level knowledge of human behavior at work. The course is ideal for students at any level to enable them to be robust managers who will after doing this course, acquire the skills that efficient managers need to improve organizational relationships and performance.

Student Learning Outcomes:

- To define the theoretical understanding of forms that negotiation take, such that students possess mastery of this knowledge.
- To enable the students to comprehend when and why particular techniques are effective so that they can be applied appropriately to all kinds of negotiation situations - from two party transactional negotiation to multi-party multi-issue negotiations.

Module I Essentials of Negotiation	15%	
<ul style="list-style-type: none"> • Negotiation: The mind and Heart • Preparation: What to do before Negotiation • Distributive Negotiation: Slicing the Pie • Win-Win Negotiation: Expanding the Pie • 		
Module II Theories of Negotiation	20%	
<ul style="list-style-type: none"> • Distributive Bargaining • Problem Solving Negotiations • Interest based Negotiations • Multilateral Negotiation Theory • Inter-cultural competence • Multilateral Negotiation • Negotiation Skills: Cognitive skills; communication skills; Strategic skills; Relationship skills 		
Module III Factors Affecting Negotiations	20%	
<ul style="list-style-type: none"> • Fairness and Trust • Role of Genders in Negotiation • Challenges to sustainable agreements • Beyond Negotiations: 3rd Parties 		
Module IV Advanced Negotiation Skills: Application and special scenarios	20%	
<ul style="list-style-type: none"> • Power, Persuasion and Ethics • Creativity and Problem solving in negotiation • Tacit negotiations and social dilemmas • Negotiating via information technology 		
Module V Conflicts and mediation	25%	
<ul style="list-style-type: none"> • Introduction and the dynamics of conflict 		

<ul style="list-style-type: none"> • Distinguishing between the primary forms of conflict resolution • The facilitative model of mediation • The evaluative and transformative models of mediation 		
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Pedagogy for Course Delivery:

This Course is intended to emphasize on the development of interpersonal competencies of students and to allow individuals to effectively work as managers or professionals in the rapidly changing, team-oriented, culturally diverse and technologically integrated global climate facing modern organizations. Varied classroom approaches include lectures, cases, team projects, presentations and other experiential training techniques.

Assessment/ Examination Scheme:

Theory L/T (%)	Lab/Practical/Studio (%)	End Term Examination
100	NA	100

Theory Assessment (L&T):

Continuous Assessment/Internal Assessment					End Term Examination
Components (Drop down)	Mid-Term Exam	Project with presentation	Assignment	Attendance	
Weightage (%)	10%	10%	5%	5%	70%

Text

Fisher, R., W. Ury and B. M. Patton. (1991) *Getting to Yes*, New York: Penguin Books.

References:

Fisher, R. (2001) *Methods of Third Party Intervention*, Berlin, Berghof Handbook for Conflict Transformation.

Kleiboer, M. (1997) „Four Realities of International Mediator“, in *The Multiple Realities of International Mediation*. Boulder: Lynne Rienner, pp. 39-87.

Swisspeace. (2008) „Gender and Mediation“, *Peace Mediation Essentials*. Found at www.swisspeace.org.

Genn, Hazel, (2009): *Judging Civil Justice*, Cambridge, Cambridge University Press

Simon Roberts and Michael Palmer's 2005 (second edition) *Dispute Processes: ADR and the Primary Forms of Dispute Resolution*, Cambridge, Cambridge University Press.