

## COURSE GUIDE

<u>Subject name</u>	<b>Negotiation and mediation techniques</b>
<u>Course of study</u>	<b>Quality and Production Management</b>
<u>The form of study</u>	<b>Full-time</b>
<u>Level of qualification</u>	<b>First</b>
<u>Year</u>	<b>II</b>
<u>Semester</u>	<b>III</b>
<u>The implementing entity</u>	<b>Cathedral of Sociology, Psychology and Communication in Management</b>
<u>The person responsible for preparing</u>	<b>dr Leszek Cichoblaziski</b>
<u>Profile</u>	<b>General academic</b>
<u>ECTS points</u>	<b>2</b>

### TYPE OF TEACHING – NUMBER OF HOURS PER SEMESTER

<b>LECTURE</b>	<b>CLASS</b>	<b>LABORATORY</b>	<b>PROJECT</b>	<b>SEMINAR</b>
15	15	-	-	-

### COURSE AIMS

- C1. Familiarize students with the rules of contact negotiation and mediation.
- C2. Familiarize students with the rules and styles of negotiation according to Harvard's Model.

### ENTRY REQUIREMENTS FOR KNOWLEDGE, SKILLS AND OTHER COMPETENCES

- 1. Basic knowledge in the scope of psychology and sociology.
- 2. Basic knowledge in the scope of interpersonal communication.
- 3. Basic knowledge in the scope of group mechanisms.

### LEARNING OUTCOMES

- EU1. Student is able to prepare contract negotiation.
- EU2. Student is able to design process of negotiation.
- EU3. Student is able to identify and to use the basic negotiation tactics.
- EU4. Student is able to conduct contract negotiation.

### COURSE CONTENT

<b>Type of teaching – LECTURE</b>	<b>Number of hours</b>
W1. Introduction to the subject. Discussion of the basic concepts of negotiation and mediation.	1
W2. Presentation of main negotiation styles.	1
W3. Effective communication and language barriers.	1
W4. Building negotiation strategy. BATNA and ZOPA concepts.	1
W5. Conflict of interest: causes, management, solution.	1
W6. Main styles of conflict solving. What to avoid while negotiating.	1
W7. Discussing basic aspects of non verbal communication.	1
W8. Overview of main negotiation and mediation techniques.	1
W9. Discussing Framing in negotiation and mediation.	1
W10. Introduction to the theory of games in negotiations.	1
W11. Types of negotiation and mediation questions – facts and interpretations.	1
W12. Discussing collective negotiations.	1
W13-W14. Manipulation techniques. Defense from manipulation.	2
W15. Integrative and distributive mediations.	1
<b>Type of teaching – CLASS</b>	<b>Number of hours</b>

C1. Introduction to the subject. Examples of the negotiations conducted by students.	1
C2-C3. Styles of negotiation – examples.	2
C4. Analysis of the use of BATNA in negotiations. How to find a zone of possible agreement?	1
C5-C6. Main rules of effective negotiation and mediation.	2
C7. Solving different types of conflict.	1
C8-C9. Discussion of basic negotiation techniques - presentation of examples	2
C10. Negotiation as a type of game.	1
C11. Active listening and proper formulation of questions in negotiation and mediation.	1
C12. Contract negotiation.	1
C13. Manipulation in negotiation – how to recognize and fight them.	1
C14. Negotiation style based on principles - exercise based on scenario	1
C15. Summary of the course and checking the knowledge.	1

### TEACHING TOOLS

1. Books.
2. Audiovisual presentation.
3. Case studies.
4. Negotiation paper sheet.

### WAYS OF ASSESSMENT (F – FORMATIVE, P – SUMMATIVE)

- F1. Participation in classes.  
P1. Presentations of negotiation.  
P2. Test checking knowledge from the subject

### STUDENT WORKLOAD

Forma Form of activity		Average number of hours for realization of the activity		
		[h]	ECTS	ECTS
Contact hours with the teacher	Lecture	15	0.6	0.8
Preparation for classes		5	0.2	
Contact hours with the teacher	Class	15	0.6	0.8
Preparation of the projects		5	0.2	
Getting acquainted with the indicated literature		4	0.16	0.16
Consultation		6	0.24	0.24
<b>TOTAL NUMBER OF HOURS / ECTS POINTS FOR THE COURSE</b>		<b>50</b>	<b>2</b>	

### BASIC AND SUPPLEMENTARY RESOURCE MATERIALS

#### Basic resources

1. Nęcki Z. Negocjacje w biznesie. Antykwa 2000.
2. Fisher R., Ury W., Patton B. Dochodząc do TAK. Negocjowanie bez poddawania się. Polskie Wydawnictwo Ekonomiczne 2000.
3. Cichobłaziński L. Techniki negocjacji i mediacji. Wydawnictwo Politechniki Częstochowskiej 2009.
4. Cichobłaziński L. Mediation in Collective Disputes Resolution in the Perspective of Anthropology of Organizational Communication. [in:] Byłok F., Ubreziova I., Cichobłaziński L. (eds.) Management and Managers Facing Challenges of the 21st Century. Theoretical Background and Practical Applications. Godollo 2014.
5. Cichobłaziński L. Mediation in Collective Disputes as a Tool of Industrial Conflict Management - Case of Poland and Brazil, Polish Journal of Management Studies Vol. 18, No. 1, <https://pjms.zim.pcz.pl/resources/html/article/details?id=183838>.

#### Supplementary resources

1. Hepper A., Shmidt M. Negocjacje handlowe po polsku i po angielsku. BC Edukacja, 2008.

2. Karczewska A., Using Modern Forms and Tools of Communication in an Organization for the Effective Human Resources Management, w: Human Resource Management and Corporate Competitiveness, (red.) C. B. Illes, F. Bylok, A. Dunay, Szent Istvan University Publishing, Gödöllő 2012, s. 238-249.

**TEACHERS (NAME, SURNAME, E-MAIL ADDRESS)**

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**MATRIX OF LEARNING OUTCOMES REALISATION**

Learning outcome	Reference of given outcome to outcomes defined for whole program (PRK)	Course aims	Course content	Teaching tools	Ways of assessment
EU1	K_W01, K_W02, K_U02, K_U11	C1, C2	W1,W3,W9, W10 C1, C3, C9	2,3	F1, P1, P2
EU2	K_W01, K_W02, K_U02, K_K03	C1, C2	W7,W10, C8, C10	1,2,4	F1, P1, P2
EU3	K_W02, K_U03, K_U06, K_U11	C1, C2	W8, C8	1,3	F1, P1, P2
EU4	K_W02, K_W10, K_U02, K_U03, K_K02	C1, C2	W6, W7, W10, W1, C7, C9	1,2,3,4,5	F1, P1, P2

**FORM OF ASSESSMENT - DETAILS**

	grade 2	grade 3	grade 4	grade 5
EU1	Student did not learn basic knowledge how to prepare contract negotiation.	Student knows basic elements of trade contract.	Student is able to prepare trade contract.	Student is able to prepare multi-option project of trade contract in English.
EU2	Student doesn't know the basic stages of negotiation and is not able to its preparation.	Student knows basic stages of negotiation process but he has difficulties with its designing.	Student is able to design the negotiation process.	Student is able to design multi-optional negotiation process. He is able to consider anticipated decisions of opposite party of negotiation.
EU3	Student does not know and does not understand the main negotiation tactics.	Student has basic knowledge about negotiation tactics.	Student knows basic negotiation tactics and is able to recognize them.	Student knows basic negotiation tactics, understands them and is able to protect himself against them.
EU4	Student is not able to conduct even simple negotiation and mediation.	Student is able to conduct negotiation only according to prepared scenario.	Student is able to prepare and to conduct negotiation and mediation taking in to consideration unpredictable decisions of the opposite party.	Student is able to conduct negotiation and mediation with consideration many options of resolution in English.

### **ADDITIONAL USEFUL INFORMATION ABOUT THE COURSE**

1. Information where presentation of classes, instruction, subjects of seminars can be found, etc. - presented to students during first classes, if required by the formula classes are sent electronically to the e-mail addresses of individual dean groups.
2. Information about the place of classes - Information can be found on the website of the Faculty of Management.
3. Information about the timing of classes (day of the week / time) - Information can be found on the website of the Faculty of Management.
4. Information about the consultation (time + place) - Information can be found on the website of the Faculty of Management. and in the cabinet of the Cathedral of Sociology, Psychology and Communication in Management.