

COURSE GUIDE

<u>Course title</u>	Negotiation techniques
<u>Specialization</u>	Management
<u>Form of study</u>	Full-time studies
<u>Qualification level</u>	Second-degree studies
<u>Year</u>	1
<u>Semester</u>	II
<u>Unit running the program</u>	Department of Sociology, Psychology and Communication in Management
<u>Author</u>	dr Anna Karczewska
<u>Profile</u>	General academic
<u>Number of ECTS credits</u>	6

COURSE TYPE – NUMBER OF SEMESTER HOURS

LECTURE	CLASSES	LABORATORY	PROJECT	SEMINAR
15	30	-	-	-

COURSE DESCRIPTION

COURSE OBJECTIVE

- O1. To familiarize students with the principles of contract negotiation and mediation.
 O2. Presentation and discussion of styles and rules of negotiation according to the Harvard model

INITIAL REQUIREMENT FOR THE KNOWLEDGE, ABILITIES AND OTHER COMPETENCES

- The student has knowledge of the basics of psychology.
 The student has knowledge of the basics of interpersonal communication.
 The student has a basic knowledge of group mechanisms.

THE EFFECTS OF LEARNING

- EU 1 – The student is able to prepare contract negotiations.
 EU 2 – The student is able to design the negotiation process.
 EU 3 – The student is able to identify and use basic negotiation tactics.
 EU 4 – The student is able to carry out contract negotiations in English language.

COURSE CONTENT

Form of teaching – LECTURE 15 hours	Number of hours
Lec 1 - Introduction to the subject. Discussion of the basic concepts of negotiation.	1
Lec 2 - Presentation of main negotiation styles.	1
Lec 3 - Effective communication and language barriers.	1
Lec 4 - Building negotiation strategy. BATNA and ZOPA concepts.	1
Lec 5 - Conflict of interest: causes, management, solution.	1
Lec 6 - Main styles of conflict solving. What to avoid while negotiating.	1
Lec 7 – Discussing basic aspects of non verbal communication.	1
Lec 8 - Overview of main negotiation techniques.	1
Lec 9 -. Discussing Framing in negotiation.	1
Lec 10 - Introduction to the theory of games in negotiations.	1
Lec 11 - Types of negotiation questions – facts and interpretations.	1
Lec 12 – Discussing collective negotiations.	1
Lec 13 Lec 14 - Manipulation techniques. Defense from manipulation.	2

Lec 15 - Integrative and distributive mediations.	1
Form of teaching – CLASSES 30 hours	Number of hours
C 1 - Introduction to the subject. Examples of the negotiations conducted by students.	2
C 2 C 3- Styles of negotiation – examples.	4
C 4 - Analysis of the use of BATNA in negotiations. How to find a zone of possible agreement?	2
C 5 C 6 - Main rules of effective negotiation.	4
C 8 - Solving different types of conflict.	2
C 8 C 9 - Discussion of basic negotiation techniques - presentation of examples	2
C 10 - Negotiation as a type of game.	2
C 11 - Active listening and proper formulation of questions.	2
C 12 - Contract negotiation.	2
C 13 - Manipulation in negotiation – how to recognize and fight them.	2
C 14 - Negotiation style based on principles - exercise based on scenario	2
C 15 - Summary of the course and checking the knowledge.	2

TEACHING TOOLS

Student book and other publications
Computer and projector
Power Point presentations
Negotiation sheet

WAYS OF ASSESSMENT (F – FORMING, P – SUMMARY)

F1. Test
F2. Activity during the classes
P1. Presentation, Negotiation sheet

STUDENT WORKLOAD

Form of activity	The average number of hours spent of realized activities
Contact hours with tutor	45
Preparation for seminars and lectures	25
Tasks before the examination	30
Preparation for the examination	35
Present on the consultation	15
Total	150
TOTAL NUMBER OF ECTS POINTS FOR SUBJECT	6

BASIC AND SUPPLEMENTARY LITERATURE

Basic literature

Barry B., Lewicki R.J., Saunders D., *Negotiation*, McGraw-Hill, Boston, 2010
Skiba Ł. *Ethical Aspekts of Negotiations*, The Role of Management Functions in Successful Enterprise Performance Ed. By Bylok F., Tangl A., Agroinform Publishing House, Budapest, 2016.
Niedbał R., E-Negotiations as a Tool for the Realization of Management Concepts Oriented at Co-Operation, IT Tools in Management and Education. Selected Problems Ed. by Kiełtyka L., Wydawnictwo Politechniki Częstochowskiej, Częstochowa, 2011.

Supplementary literature

Krzywda J. Intercultural Negotiations in Supply Chains on the Example of Poland and Germany, Zeszyty Politechniki Częstochowskiej, Zarządzanie Vol.2., No.27, Częstochowa, 2017.

TEACHERS (NAME, SURNAME, ADRES E-MAIL)

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MATRIX OF REALIZATION OF LEARNING EFFECTS

The learning effect	Reference to the effects of the defined effects for the entire program (PEK)	Course aims	Course content	Teaching tools	Evaluation method
EU 1	K_W01, K_W09 K_U01, K_U03 K_K01, K_K05	C1,C2	L1, L3, L4, L5, L11, C1, C2, C3	4,5	F1,F2,P1
EU 2	K_W05, K_W09 K_U02, K_U04 K_K01, K_K05	C1,C2	L2, L7, L10, C4, C5	1,2,4	F1,F2,P1
EU 3	K_W05, K_W09 K_U02, K_U06 K_K01, K_K05	C2	L8, C6, C7, C8, C9	1,3	F1,F2, P1
EU 4	K_W04, K_W05 K_U02, K_U04 K_K01, K_K05	C1,C2	L6, L7, L11, C10, C11, C12, C13, C14, C15	1,2,3,4,5	F1,F2, P1

EVALUATION FORM – DETAILS

	For a grade of 2	For a grade of 3	For a grade of 4	For a grade of 5
Effect 1	The student did not have basic knowledge about the preparation of contract negotiations.	The student knows the basic elements of the commercial contract and the rules for their preparation.	The student is able to prepare a draft commercial contract.	The student is able to prepare a multi-variant project of a commercial contract.
Effect 2	The student does not know the basic stages of the negotiation process and can not design them.	The student knows the basic stages of the negotiation process but has difficulty in designing them.	The student is able to design the process of negotiations.	The student is able to design a multi-variant negotiation process. He can also take into account the expected decisions of the other party.
Effect 3	The student does not know and does not understand the mechanisms of functioning of the most important negotiation tactics.	The student has elementary knowledge about negotiation tactics.	The student has a basic knowledge of negotiation tactics and is able to recognize them.	The student has knowledge of negotiation tactics, understands them and can counteract them.
Effect 4	The student cannot carry out the simplest negotiations.	The student is able to negotiate only according to the prepared scenario.	The student is able to prepare and conduct negotiations in a way that takes into account unforeseen decisions of the other party.	The student is able to negotiate taking into account many options to solve the problem.

OTHER USEFUL INFORMATION ABOUT THE SUBJECT

Information where one can get access to presentations, instructions – all necessary information is to be communicated to students during first seminar meeting and information is to be sent in electronic way.

Information about the place of conducting the course – information is available on the internet site of the faculty

Information on the dates of seminars and lectures – internet site of the faculty.

Information on the consultation hours – internet site of the faculty.