**М.2.В.01.4 Negotiation process**

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| **1. Course number, title, and ECTS** | **M.2.В.01.4, Negotiation process, 4 ECTS**  Second year, Elective Course  Lectures – 16  Seminars & Practical Classes – 24  Contact Hours – 40  Self-study Hours – 112 |
| **2. Course instructors during Self-Evaluation year and site visit year** | Mrs. Natalya Ivanova, Professor, Doctor of Psychology  Mr. Dmitry Podolsky, Associate Professor, PhD in Psychology |
| **3. Prerequisites for the course** | M.0.Б.00.2. Public Administration (bridging course), 4 ECTS |
| **4. Course objectives in relation to total curriculum** | The course has the following main objectives:   * to introduce students with the concept of conflict and its dynamics; * to introduce students with the possible examples of interpersonal and between group conflicts; * to learn the consequence of conflicts and methods of conflict solving; * to introduce students with the results of research data on organizational conflicts and conflict solving; * to introduce students with the notion of negotiations; * to train students to analyze conflicts; * to learn the basics of negotiation preparation. |
| **5. Learning outcomes** | By the end of the course, students should be able to:   * know basic notions of the approaches to study negotiations and conflicts, main problems in managing conflicts and organization of negotiation process, methods of preparation for negotiations. * understand the role of the theory of negotiations; * have the skills to reveal norms violation in the situations of negotiations, analyze factors that affect behavior in negotiation process, analyze personal skills and weaknesses as negotiator, analyze stages of negotiation. * be able to use knowledge on conflict resolution in practice, to analyze efficiency of negotiations. |
| **6. Course description** | The course is aimed at developing analytical and communication skills that are necessary for successful business negotiations. The negotiation is described as a complex three-stage process which consists of preparation, negotiating, and post-negotiation implementation and evaluation. The course combines both theoretical knowledge of leading negotiation scholars and practical experience through learning by doing. The students will be engaged in business games, trainings, group discussions and creative tasks. |
| **7. Learning and teaching methods** | During the course the following techniques are used:   * Lectures * Seminars * Role play games * Discussion * Individual and Group presentations. |
| **8. Major topics covered** | The main topics of this course are the following:  1. Negotiations as a way of business interaction. Tactics for promoting a constructive negotiation climate  2. Positions and interests in negotiations  3. 4 negotiation scenarios: win-win, win-lose, lose-win, lose-lose  4. The Thomas-Kilmann Conflict Mode Instrument in negotiations  5. Negotiation styles  6. Conflict solving techniques  7. Instruments of negotiations  8. Reaching an agreement, types of agreements |
| **9. Prescribed books and readings** | **Main readings:**   1. Леонов Н. И. Конфликты и конфликтное поведение. Методы изучения. СПб.: «Питер», 2005. 2. Фишер Р., Юри У. Путь к согласию, или переговоры без поражения. М.: Эксмо, 2005. 3. Хасан, Б. И., Сергоманов П.А. Психология конфликта и переговоры. М: Академия. 2008.   **Additional readings:**   1. Делез, Ж. Переговоры. СПб.: Наука, 2004. 2. Деревицкий, А. Переговоры особого назначения. СПб.: Питер, 2005. Дональдсон М. К. Умение вести переговоры, 2001. 3. Друкер Эффективное принятие решений. М., 2006. 4. Емельянов С.М. Практикум по конфликтологии. СПб.: Питер, 2000. 5. Соловьев Э.Я. Искусство ведения переговоров. М.: Ось-89. 2006. 6. Стайбел Д. Когда слова вредят делу. М.: Издательство АСТ. 2004. 7. Стил, П. Т., Бизор Т. Переговоры в бизнесе. М., 2004. 8. Томас Д. Переговоры на 100%. М.: ЭКСМО. 2007. 9. Тренев Н.Н. Управление конфликтами. М.: ПРИОР, 2001. 10. Трухачев В.И., Лякишева И.Н., Михайлова К.Ю. Международные деловые переговоры. М.: Финансы и статистика, 2005. |
| **10. Way of examining** | The assessment criteria and grade system are the following:   |  |  | | --- | --- | | *Mark’s components* | *Weight in the final mark* | | Current control in seminars | 0.3 | | Essay and presentation | 0.3 | | Oral exam | 0.4 | |