

COURSE GUIDE

<u>Subject name</u>	Negotiation and mediation techniques
<u>Course of study</u>	Management and Production Engineering
<u>The form of study</u>	Full-time
<u>Level of qualification</u>	I
<u>Year</u>	II
<u>Semester</u>	3
<u>The implementing entity</u>	Institute of Sociology and Psychology of Management
<u>The person responsible for preparing</u>	Dr Leszek Cichobłaziński
<u>Profil</u>	General academic
<u>Couse type</u>	elective
<u>ECTS points</u>	2

TEACHNING METHODS – NUMBER OF HOURS PER SEMESTER

LECTUR	CLASS	LABORATORY	PROJECT	SEMINAR
15	15			

1. 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.

2. 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.

3. LEARNING OUTCOMES

EK 1- Student is able to prepare contract negotiation.

EK 2- Student is able to designe proces of negotiation..

EK 3- Student is able to identify and to use the basic negotiation tactics.

EK 4- Student is able to conduct contract negotiation.

EK 5- Student is able to identify the causes of organizational conflicts.

4. COURSE CONTENT

Type of teaching – LECTURES	Numbers of hours
	15
W 1- Introduction to negotiation. Basic concepts and terms.	1
W2- Conflict of interest: causes, management, resolution.	2
W3- Typology of conflicts according to Christopher Moore.	3
W5- Model of interpersonal communication.	1
W6- Framing effect in negotiation.	1
W7- Stages of contract negotiation.	1
W8 – Typology of negotiation tactics.	1
W9 – Introduction to the Theory of Games.	1
W10 – Rules of the proces oriented mediation.	1
W11 – Rules of outcome oriented mediation.	1
W 12 – Preparing of negotiation sheet. Preparing of final negotiation and mediation for note. Presentation of credit rules.	1
W 13 – Final negotiation and mediation for note.	2
Type of teaching – class.	Liczba godzin
C 1- Discussion about rules of effective interpersonal communication.	1
C 2- Presentation of negotiation which were conducted by students in the past.	2
C 3- Presentation of examples of interpersonal conflicts.	2
C 4- Recognition of negotiation tactics.	2
C 5- Defence against negotiation tactics.	1
C 6- Typology of the third party conflict resolution methods.	2
C 7- Processand outcome-oriented mediations – case studies.	2

C 8 – Preparing of contract negotiation.	2
C 9 – Discussion about final works.	1

5. TEACHNING TOOLS

1. Books

2. Audiovisual presentation

3. Case studies

4. Arkusz negocjacji

6. WAYS OF ASSESSMENT (F – FORMATIVE, P – SUMMATIVE)

F1. Participation in classes

P1. Presentations of negotiation

7. 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 exam	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
TOTAL NUMBER OF HOURS / ECTS POINTS FOR THE COURSE	50	2	

8. BASIC AND SUPPLEMENTARY RESOURCE MATERIALS

Basic resources:

1. Z. Nęcki, Negocjacje w biznesie, Antykwa 2000.
2. R. Fisher, W. Ury, B. Patton: Dochodząc do TAK. Negocjowanie bez poddawania się. Polskie Wydawnictwo Ekonomiczne 2000.

3. L. Cichobłaziński, Techniki negocjacji i mediacji, Wydawnictwo Politechniki Częstochowskiej 2009.

Supplementary resources

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

9. TEACHERS (NAME,SURNAME, ADRES E-MAIL)

1. Dr Leszek Cichobłaziński, leszek.cichoblazinski@wz.pcz.pl
2. Dr Anna Karczewska, anna.karczewska@wz.pcz.pl

10. MATRIX OF LEARNING OUTCOMES REALISATION

Learning outcome	Reference of given outcome to outcomes defined for whole program	Course aims	Course content	Teaching tools	Ways of Assessment
EK1	K_W01 K_W02 K_U02 K_K01	W1,W2, C2, C5	W1,W3,W10,W11 C1, C3, C9,	2,3	F2,P1
EK2	K_W01 K_W02 K_U02 K_K03	W2 C3, C4	W7,W10, C8, C 10	1,2,4	F2,P1
EK3	K_W02 K_U03 K_U06 K_K01	W2 C9, C 11	W8 C8	1,3	F2, P1
EK4	K_W02 K_W10 K_U02 K_U03 K_K02	W1,W2 C2, C6	W6,W7,WP10,W1C 7, C 11	1,2,3,4,5	F2, P1

EK5	K_W02 K_U04 K_U06 K_U10 K_K01 K_K03	W2 C2	W3,W4 C 4, C5	1,5	F2, P1
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11. FORM OF ASSESSMENT - DETAILS

	Grade 2	Grade 3	Grade 4	Grade 5
EK 1	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.

EK 2	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 designe the negotiation precess..	Student is able to designe multi-optional negotaiton process. He is able to consider anticipated decisions of opposite party of negotiation.
EK 3	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.
Efekt 4	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..

12. ADDITIONAL USEFUL INFORMATION ABOUT THE COURSE

1. Information where presentation of classes, instruction, subjects of seminars can be found, etc. - information presented to students in class, if required by the formula classes are sent electronically to the e-mail addresses of individual dean groups - information can be found on the website of the department.
2. Information about the place of classes - - information can be found on the website of the department.
3. Information about the timing of classes (day of the week / time) - information can be found on the website of the department.
4. Information about the consultation (time + place) - are given to students for the first class, can be found on the website of the department.

Dr Leszek Cichobłaziński

Coordinator