

COURSE GUIDE

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

TYPE OF TEACHING – NUMBER OF HOURS PER SEMESTER

LECTURE	CLASS	LABORATORY	PROJECT	SEMINAR
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

- EU 1- Student is able to prepare contract negotiation.
- EU 2- Student is able to design process of negotiation..
- EU 3- Student is able to identify and to use the basic negotiation tactics.

EU 4- Student is able to conduct contract negotiation.

COURSE CONTENT

Type of teaching – Lecture	Number 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 process 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	Number of hours 15
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- Defense against negotiation tactics.	1
C 6- Typology of the third party conflict resolution methods.	2
C 7- Process and outcome-oriented mediations - case studies.	2
C 8 - Preparing of contract negotiation.	2
C 9 - Discussion about final works.	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

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
---	-----------	----------

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.
4. L. Cichobłaziński, Mediation in Collective Disputes Resolution in the Perspective of Anthropology of Organizational Communication, in: Management and Managers Facing Challenges of the 21st Century. Theoretical Background and Practical Applications (red.) BYŁOK Felicjan, UBREZIOVA I., CICHOBŁAZIŃSKI Leszek, Godollo 2014.
5. L. Cichobłaziński, 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. A.Hepper, M.Shmidt, Negocjacje handlowe po polsku i po angielsku, BC Edukacja, 2008.

TEACHERS (NAME, SURNAME, E-MAIL ADDRESS)

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

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
EU 1	K_W01, K_W02, K_U02, K_U11	C1, C2	W1,W3,W10, W11 C1, C3, C9,	2,3	F2,P1
EU 2	K_W01, K_W02, K_U02, K_K03	C1, C2	W7,W10, C8, C10	1,2,4	F2,P1
EU 3	K_W02, K_U03, K_U06, K_U11	C1, C2	W8, C8	1,3	F2, P1
EU 4	K_W02, K_W10, K_U02, K_U03, K_K02	C1, C2	W6, W7, W10, W1, C7, C9	1,2,3,4,5	F2, P1

FORM OF ASSESSMENT - DETAILS

	grade 2	grade 3	grade 4	grade 5
EU 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.
EU 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 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.
EU 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.
EU 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.

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.**

.....
Coordinator