

S. No.	Course Code	Course Name	Course Type	Cd	L	T	P	Marks		
								Sessional	Final Exam	Total
4	UGAECC-304 (A)	Negotiation and Conflict Resolution	AEC	3	3	0	0	40	60	100

**Course Outcomes:**

At the end of the course the student will be able to :-

CO1	Examine various types and phases of Negotiation.
CO2	Develop effective Negotiation Skills for constructing robust Negotiation Frameworks.
CO3	Demonstrate good Bargaining techniques to reach a consensus.
CO4	Analyze the various Conflict resolution strategies and its application in different situations.
CO5	Evaluate the power of persuasion using effective listening and body language.

**Detailed Syllabus****Section A**

**Unit 1: Understanding Negotiation:** Types of Negotiation, the three phases of Negotiation, Skills for Successful Negotiation, establishing your WATNA and BATNA, identifying your WAP, and identifying your ZOPA.

**(06 Hrs)**

**Unit 2: Laying the Groundwork for negotiations:** Setting the time and place, establishing common ground Creating a negotiation framework, Exchanging Information, getting off on the right foot, what to share and what to keep to yourself, Guidelines for developing negotiation skills, and the role of communication in negotiation.

**(08 Hrs)**

**Unit 3: Bargaining:** What to expect, Techniques of bargaining, how to break an impasse, creating a mutual gain solution, closing: Reaching a consensus, building an agreement, Setting the terms of the agreement, Dealing with Difficult Issues and personal attacks, controlling your emotions.

**(07 Hrs)****Section B**

**Unit 4: Conflict Resolution:** What is Conflict, Conflict Resolution, Understanding the Conflict Resolution Process, Creating an Effective Atmosphere, Evaluating the Situation, Creating an Action Plan.

**(06 Hrs)**

**Unit 5: The power of persuasion:** How empathy and sincerity work wonders for you, being a good listener, keeping attention where you want it, Body Language: How to read non-verbal signals from others and send out the right ones, The impact of good recall and simple tips to improve your memory, the power of psycholinguistics, learn to use the telephone to your best advantage.

**(09 Hrs)****Textbooks:**

S. No.	Name of the Books	Author	Publisher	Edition (Pub. Yr.)
1	Negotiation	Lewicki, R.	Tata McGraw Hill.	8 <sup>th</sup> (2019)
2	Persuasion: The Art of Influencing People	Borg, J.	Pearson	3 <sup>rd</sup> (2010)

**Reference Book:**

S. No.	Name of the Books	Author	Publisher	Edition (Pub. Yr.)
1	Conflict Survival Kit, The Tools for Resolving Conflict at Work	Goodwin C., and Griffith, D.	Pearson	2 <sup>nd</sup> (2021)