



Kot Bhalwal, Jammu



Model Institute of Engineering
& Technology (Autonomous)
Lesson Plan

Department of BBA

Details of Lesson Plan

S.No.	Particulars	Details
1.	Course Name	Negotiation and Conflict Resolution
2.	Course Code	UGAECC-304 (A)
3.	Academic Year	2024-2025
4.	Semester	3 rd
5.	Number of Lesson plans	36
6.	Faculty Assigned	Dr. Swati Samnotra

Faculty Signature



Dr. Arun K. Gupta Teaching-Learning Centre

Version 1.1

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Lesson Plan No. 1	Course Name: Negotiation and Conflict Resolution Topic: Introduction to Negotiation	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define negotiation and its importance. b. Identify different negotiation strategies. c. Practice effective negotiation techniques.
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">Introduction (5 minutes)<ul style="list-style-type: none">Ask questions. What is your understanding of negotiation? Have you ever been involved in a negotiation? What do you think are the key elements of a successful negotiation? Briefly introduce the topic and its relevance in everyday life.Development (35 minutes)<ol style="list-style-type: none">Define negotiation: Explain that negotiation is a process of reaching an agreement through discussion and compromise.Discuss the importance of negotiation: Highlight how negotiation skills are essential in various aspects of life, such as personal relationships, professional settings, and international relations.Explore different negotiation strategies:Competitive strategy: Discuss the "win-lose" approach, where one party aims to dominate and achieve their goals at the expense of the other.Collaborative strategy: Explain the "win-win" approach, where both parties work together to find mutually beneficial solutions.Accommodating strategy: Discuss the "lose-win" approach, where one party prioritizes the other's needs over their own.Avoiding strategy: Explain the "no-decision" approach, where neither party wants to engage in negotiation.Compromising strategy: Discuss the "lose-lose" approach, where both parties give up something to reach a middle ground.
Closure	<ol style="list-style-type: none">Suggested Reading https://www.pon.harvard.edu/tag/types-of-negotiation/ Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<ol style="list-style-type: none">Ask reflective questions: Why, What, When? Spend 5 minutes to evaluate student assimilation of the lesson contents



Lesson Plan No. 2	Course Name: Negotiation and Conflict Resolution Topic: Negotiation and Types of Negotiation	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define negotiation and its importance b. Identify different types of negotiation c. Understand the basic principles of negotiation
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. Have you ever negotiated for something? What was the outcome? What do you think are important factors in a successful negotiation? Briefly introduce the concept of negotiation: Explain that negotiation is a process of reaching an agreement through discussion and compromise2. Development (35 minutes)<ol style="list-style-type: none">a. Define negotiation: Explain negotiation as a strategic process involving two or more parties to reach a mutually acceptable agreement.b. Importance of negotiation: Discuss the role of negotiation in personal, professional, and social life.c. Types of negotiation:<ul style="list-style-type: none">Distributive negotiation: Focuses on dividing a fixed resource (win-lose).Integrative negotiation: Focuses on creating value and finding mutually beneficial solutions (win-win).Principled negotiation: Emphasizes fair outcomes, efficient decision-making and improved relationships.d. Basic negotiation principles:<ul style="list-style-type: none">Preparation and planningEffective communicationActive listeningBuilding rapportUnderstanding the other party's perspectiveIdentifying interests and priorities
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes<ul style="list-style-type: none">- Recap the key points covered in the lesson: definition of



	<p>negotiation, types, and basic principles</p> <p>2. Suggested Reading</p> <p>https://www.pon.harvard.edu/tag/types-of-negotiation/</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about negotiation and its different types?- How can you apply negotiation skills in your daily life?- What challenges might you face in a negotiation? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 3	Course Name: Negotiation and Conflict Resolution Topic: Activity of Role play on Negotiation	Course No.: UGA ECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define negotiation and its importance b. Identify different types of negotiation c. Understand the basic principles of negotiation
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	1. Exercise (5 minutes) - Role-play: Divide students into pairs and assign them a negotiation scenario (e.g., buying a car, negotiating a salary).
Closure	1. Summarize the Lesson Learning Outcomes - Recap the key points covered in the lesson: definition of negotiation, types, and basic principles 2. Suggested Reading https://www.pon.harvard.edu/tag/types-of-negotiation/ Video Link- https://www.youtube.com/watch?v=BegeGTBWMgE Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	1. Ask reflective questions: - What did you learn about negotiation and its different types? - How can you apply negotiation skills in your daily life? - What challenges might you face in a negotiation? Spend 5 minutes to evaluate student assimilation of the lesson contents



Lesson Plan No. 4	Course Name: Negotiation and Conflict Resolution Topic: The Three Phases of Negotiation	Course No.: UGA ECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Identify the three main phases of negotiation b. Describe the key activities and goals of each phase c. Understand the importance of effective communication and preparation in negotiation
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. Have you ever negotiated for something? What was the outcome? What do you think are the key factors for a successful negotiation?2. Development (30 minutes)<ol style="list-style-type: none">a. Identify the three phases of negotiation: Preparation Discussion Agreement- Describe the preparation phase: Define goals and interests Gather information about the other party Develop potential solutions and alternatives Practice negotiation skills- Describe the discussion phase: Open the negotiation Exchange information and perspectives Build rapport and trust Explore options and solutions Manage conflicts and objections- Describe the agreement phase: Summarize the agreed-upon terms Create a formal agreement Establish follow-up procedures3. Exercise (5 minutes)<ul style="list-style-type: none">- One Minute Paper
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes2. Suggested Reading



	<p>https://viamediationcentre.org/readnews/NDU3/Phases-of-Negotiation</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What are the most important aspects of the preparation phase?- How can effective communication contribute to a successful negotiation?- What strategies can be used to overcome challenges during the discussion phase? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 5	Course Name: Negotiation and Conflict Resolution Topic: Skills for Successful Negotiation	Course No.: UGAEECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Define negotiation and identify its key elements Understand the different negotiation styles Apply essential negotiation skills and strategies
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. Have you ever negotiated something? What was the outcome? What do you think are important qualities of a good negotiator? Development (30 minutes) <ol style="list-style-type: none"> Define negotiation: Explain the key elements of negotiation: parties involved, common ground, and desired outcome. Negotiation styles: Discuss different negotiation styles (competitive, collaborative, accommodating, avoiding, compromising) and their advantages and disadvantages. Essential negotiation skills: Cover key skills like active listening, effective communication, building rapport, setting clear goals, and making concessions. Negotiation strategies: Introduce strategies such as BATNA (Best Alternative To a Negotiated Agreement), anchoring, and logrolling. Exercise (5 minutes) <ul style="list-style-type: none"> Group activity: Divide students into pairs and have them practice a short negotiation exercise.
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading https://in.indeed.com/career-advice/career-development/negotiation-skills <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<ol style="list-style-type: none"> Ask reflective questions: <ul style="list-style-type: none"> What are the most important aspects of the preparation phase?



	<ul style="list-style-type: none">- What did you learn about negotiation today?- Which negotiation style do you think suits you best?- How can you improve your negotiation skills? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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Lesson Plan No. 6	Course Name: Negotiation and Conflict Resolution Topic: Establishing Your WATNA and BATNA	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define WATNA and BATNA b. Differentiate between WATNA and BATNA c. Identify the importance of WATNA and BATNA in negotiation d. Develop a basic understanding of how to determine WATNA and BATNA
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">Introduction (5 minutes)<ul style="list-style-type: none">Ask questions. Have you ever been in a negotiation situation? What do you think is the best outcome you could achieve in a negotiation? What is the worst outcome you could accept?Development (30 minutes)<ol style="list-style-type: none">Define WATNA: Explain that WATNA stands for "Worst Alternative To a Negotiated Agreement." It's the outcome if no deal is reached.Define BATNA: Explain that BATNA stands for "Best Alternative To a Negotiated Agreement." It's the best outcome you can achieve without the negotiation.Differentiate between WATNA and BATNA: Emphasize the difference between the two and how they relate to each other.Importance of WATNA and BATNA: Discuss the role of WATNA and BATNA in setting negotiation goals, determining your reservation point, and influencing your bargaining power.How to determine WATNA and BATNA: Provide guidelines for assessing your options and developing strong WATNA and BATNA.Exercise (5 minutes)<ul style="list-style-type: none">Group activity: Divide students into pairs and ask them to brainstorm a hypothetical negotiation scenario. They should identify their potential WATNA and BATNA for the situation.
Closure	<ol style="list-style-type: none">Summarize the Lesson Learning OutcomesSuggested Reading https://www.adrtimes.com/batna-watna/#:~:text=A%20BATNA%20will%20be%20the,up%20with%20a%



	<p>20similar%20conclusion.</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about WATNA and BATNA?- How can understanding WATNA and BATNA improve your negotiation skills?- Can you think of a situation where having a strong BATNA would be particularly beneficial? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 7	Course Name: Negotiation and Conflict Resolution Topic: Identifying Your WAP and ZOPA	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Define WAP (Walk Away Point) and ZOPA (Zone of Possible Agreement) Identify key factors influencing WAP and ZOPA Apply the concepts of WAP and ZOPA to a negotiation scenario
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <p>What is the lowest price you would accept for selling your phone?</p> <p>What is the highest price you would pay for a new laptop?</p> <p>What factors influence your decision when negotiating a deal?</p> Development (30 minutes) <ol style="list-style-type: none"> Define WAP: Explain that WAP is the lowest acceptable outcome or the point at which a negotiator is willing to walk away from a deal. Factors influencing WAP: Discuss factors such as alternatives, time pressure, and personal needs that affect WAP. Define ZOPA: Explain that ZOPA is the range between the best possible deal for each party involved in a negotiation. Identifying ZOPA: Discuss how to determine the ZOPA by considering both parties' interests and priorities. Importance of WAP and ZOPA: Explain how understanding WAP and ZOPA can help in achieving a successful negotiation. Exercise (5 minutes) <ul style="list-style-type: none"> Think- Pair- Share
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading https://www.trainingconnection.com/business-communication/preparing-for-negotiation.php <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<ol style="list-style-type: none"> Ask reflective questions:



	<ul style="list-style-type: none">- What did you learn about WAP and ZOPA?- How can understanding WAP and ZOPA help you in negotiations?- Can you think of a situation where you would use these concepts? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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Lesson Plan No. 8	Course Name: Negotiation and Conflict Resolution Topic: Setting the time and place for negotiation	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Understand the importance of setting the time and place for a negotiation b. Identify factors to consider when choosing a time and place c. Develop strategies for effectively setting the time and place for a negotiation
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. Have you ever been involved in a negotiation? What factors do you think influence the outcome of a negotiation? Why is it important to choose the right time and place for a negotiation?2. Development (30 minutes)<ol style="list-style-type: none">a. Importance of setting the time and place: Discuss how the time and place can impact negotiation dynamics, power balance, and overall outcomes.b. Factors to consider: Explain the factors to consider when choosing a time and place, such as: Availability of parties involved Time constraints Location preferences Neutral or home turf advantage Potential distractionsc. Strategies for setting the time and place: Provide tips for effectively setting the time and place, including: Assertiveness Flexibility Communication Building rapport3. Exercise (5 minutes)<ul style="list-style-type: none">- One Minute Paper
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes2. Suggested Reading Book - Negotiation Lewicki, R., Publisher, Tata McGraw Hill,



	<p>Edition 8th (2019)</p> <p>https://courses.lumenlearning.com/wm-organizationalbehavior/chapter/stages-of-negotiation/</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about the importance of setting the time and place for a negotiation?- How can you use this knowledge to improve your negotiation skills?- Can you think of a situation where the time and place of a negotiation could have made a significant difference? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 9	Course Name: Negotiation and Conflict Resolution Topic: Establishing common ground in Negotiation	Course No.: UGAIECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Define common ground in negotiation Identify strategies for finding common ground Understand the importance of building rapport in establishing common ground
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <p>Have you ever felt stuck in a negotiation? What strategies do you think can help break a deadlock? How important is it to find common ground in a negotiation?</p> Development (30 minutes) <ol style="list-style-type: none"> Define common ground: Explain common ground as shared interests, values, or goals between negotiation parties. Importance of common ground: Discuss how finding common ground can help build trust, reduce conflict, and increase the chances of reaching a mutually beneficial agreement. Strategies for finding common ground: Explore different strategies for identifying and building on common ground, such as: <ul style="list-style-type: none"> Active listening Asking open-ended questions Showing empathy and understanding Focusing on shared interests Identifying underlying needs and concerns <p>Building rapport: Emphasize the importance of building rapport as a foundation for establishing common ground.</p> Exercise (5 minutes) <ul style="list-style-type: none"> One Minute Paper
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading https://courses.lumenlearning.com/wm-organizationalbehavior/chapter/stages-of-negotiation/ <p>Spend 5 minutes to wrap up and consolidate the learning's</p>



Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about establishing common ground in a negotiation?- How can you apply these strategies in your own negotiations?- Can you think of a situation where finding common ground was particularly challenging? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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Lesson Plan No. 10	Course Name: Negotiation and Conflict Resolution Topic: Creating a negotiation framework	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Define a negotiation framework Identify key elements of a negotiation framework Create a basic negotiation framework for a given scenario
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <ul style="list-style-type: none"> What is the goal of a negotiation? What are some common negotiation strategies? How can you structure a negotiation to increase your chances of success? Development (30 minutes) <ol style="list-style-type: none"> Define negotiation framework: Explain that a negotiation framework is a structured approach to planning and conducting a negotiation. Key elements of a negotiation framework: Discuss the essential components of a negotiation framework, including: <ul style="list-style-type: none"> Identifying parties involved Defining the issue(s) to be negotiated Determining interests and goals Developing potential solutions or options Establishing negotiation criteria Considering BATNA (Best Alternative To a Negotiated Agreement) Planning communication strategies Creating a negotiation framework: Guide students through the process of creating a basic negotiation framework for a hypothetical scenario (e.g., negotiating a salary increase, purchasing a car). Exercise (5 minutes) <ul style="list-style-type: none"> Think-Pair-Share
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading https://www.shapironegotiations.com/negotiations/a-classic-negotiation-framework/



	Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about creating a negotiation framework?- How can a negotiation framework help you prepare for a negotiation?- Can you think of a situation where using a negotiation framework would be particularly beneficial? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 11	Course Name: Negotiation and Conflict Resolution Topic: Exchanging Information, Getting off on the Right Foot, What to Share and What to Keep to Yourself	Course No.: UGAEECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Understand the importance of information exchange in negotiation Identify strategies for effective information sharing Determine what information to disclose and withhold during a negotiation
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <p>Have you ever felt like you didn't have enough information during a negotiation?</p> <p>What information do you think is important to share in a negotiation?</p> <p>How can you build trust with the other party during a negotiation?</p> Development (30 minutes) <ol style="list-style-type: none"> Importance of information exchange: Discuss how sharing information can build trust, create common ground, and identify potential solutions. Strategies for effective information sharing: Explain techniques like active listening, asking open-ended questions, and summarizing key points. What to share: Discuss the types of information that can be shared, such as interests, priorities, and potential solutions. What to keep to yourself: Explain the importance of protecting sensitive information and maintaining a strong bargaining position. Building rapport: Discuss the importance of establishing a positive relationship with the other party and creating a collaborative atmosphere. Exercise (5 minutes) <ul style="list-style-type: none"> One Minute Paper
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading https://www.collinsdictionary.com/dictionary/english/information-



	<p><u>exchange</u></p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about the importance of information exchange in negotiation?- How can you use this knowledge to improve your negotiation skills?- What challenges might you face when deciding what information to share or withhold? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 12	Course Name: Negotiation and Conflict Resolution Topic: Guidelines for developing negotiation skills	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Identify key elements of effective negotiation Understand the importance of preparation and practice Develop a personal negotiation strategy
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <p>What do you think makes a successful negotiator?</p> <p>Have you ever been involved in a negotiation? What was the outcome?</p> <p>What challenges do you think people face when negotiating?</p> Development (30 minutes) <ol style="list-style-type: none"> Key elements of effective negotiation: Discuss essential components such as active listening, clear communication, empathy, and problem-solving. Importance of preparation: Emphasize the need to research the other party, define goals and interests, and develop potential solutions before a negotiation. Practice and feedback: Highlight the value of practicing negotiation skills through role-playing and receiving feedback. Developing a personal negotiation strategy: Encourage students to reflect on their negotiation style and identify areas for improvement. Overcoming challenges: Discuss common negotiation challenges and strategies for overcoming them. Exercise (5 minutes) <ul style="list-style-type: none"> Group activity: Divide students into small groups and ask them to brainstorm a list of negotiation skills they consider essential.
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading https://gargicollge.in/wp-content/uploads/2020/03/Guidelines-for-Effective-Negotiation.pdf Video Link- https://www.youtube.com/watch?v=kslAi1wiGC4



	Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<ol style="list-style-type: none">1. Ask reflective questions:<ul style="list-style-type: none">- What did you learn about developing negotiation skills?- How can you apply these guidelines to improve your negotiation abilities?- What specific steps will you take to practice negotiation? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 13	Course Name: Negotiation and Conflict Resolution Topic: Role of communication in negotiation	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Understand the importance of effective communication in negotiation b. Identify different communication styles and their impact on negotiation c. Develop strategies for effective communication during a negotiation
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. Have you ever experienced a failed negotiation due to poor communication? What communication skills do you think are essential for successful negotiations? How can effective listening help in a negotiation?2. Development (30 minutes)<ol style="list-style-type: none">a. Importance of communication: Discuss how effective communication can build trust, create common ground, and facilitate agreement.b. Communication styles: Explain different communication styles (assertive, aggressive, passive, passive-aggressive) and their impact on negotiation.c. Active listening: Emphasize the importance of listening actively and attentively to understand the other party's perspective.d. Verbal and nonverbal communication: Discuss the role of both verbal and nonverbal cues in conveying messages. Effective communication strategies: Provide tips for clear and concise communication, such as using "I" statements, avoiding judgmental language, and asking clarifying questions.3. Exercise (5 minutes)<ul style="list-style-type: none">- Think- Pair- Share on the role of effective communication in negotiation
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes2. Suggested Reading https://www.managementstudyguide.com/role-of-communication-



	<p>in-negotiation.htm</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about the importance of communication in negotiation?- How can you improve your communication skills to become a more effective negotiator?- Can you think of a situation where poor communication led to a failed negotiation? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 14	Course Name: Negotiation and Conflict Resolution Topic: What to expect in Bargaining	Course No.: UGAEEC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Understand the different stages of a negotiation Identify common negotiation tactics Develop strategies for responding to different negotiation situations
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <p>Have you ever felt surprised by something that happened during a negotiation?</p> <p>What do you think are common challenges in negotiations?</p> <p>How can you prepare for unexpected situations in a negotiation?</p> Development (30 minutes) <ol style="list-style-type: none"> Stages of negotiation: Discuss the typical stages of a negotiation, including opening, exploring, bargaining, closing, and agreement. Common negotiation tactics: Explain common tactics used by negotiators, such as: <ul style="list-style-type: none"> Good cop/bad cop Lowballing/highballing Anchoring Concession making Time pressure Responding to tactics: Provide strategies for responding to different negotiation tactics, such as: <ul style="list-style-type: none"> Recognizing and calling out tactics Maintaining composure Focusing on interests, not positions Building rapport Unexpected challenges: Discuss potential challenges that may arise during a negotiation, such as: <ul style="list-style-type: none"> Deadlocks Emotional outbursts Unforeseen circumstances Exercise (5 minutes) <ul style="list-style-type: none"> One Minute Paper
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes



	<p>2. Suggested Reading</p> <p>https://www.pon.harvard.edu/daily/conflict-resolution/managing-expectations/</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about what to expect in a negotiation?- How can you prepare for unexpected challenges in a negotiation?- What strategies will you use to respond to common negotiation tactics? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 15	Course Name: Negotiation and Conflict Resolution Topic: Techniques of bargaining	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Define bargaining and its key elements Identify common bargaining techniques Apply bargaining strategies in simulated negotiation scenarios
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <p>Have you ever bargained for something?</p> <p>What strategies do you think are effective in bargaining?</p> <p>What challenges might you face during a bargaining process?</p> Development (30 minutes) <ol style="list-style-type: none"> Define bargaining: Explain that bargaining is a process of negotiation involving reciprocal concessions to reach an agreement. Key elements of bargaining: Discuss the essential components of bargaining, such as: <ol style="list-style-type: none"> Interests and positions BATNA (Best Alternative To a Negotiated Agreement) Reservation price Zone of Possible Agreement (ZOPA) Common bargaining techniques: Explain various bargaining techniques, including: <ol style="list-style-type: none"> Good cop/bad cop Lowballing/highballing Anchoring Concession making Boulwarism Effective bargaining strategies: Provide tips for successful bargaining, such as: <ol style="list-style-type: none"> Preparation and research Active listening Building rapport Managing emotions Exploring options Exercise (5 minutes) <ul style="list-style-type: none"> One Minute Paper
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes



	<p>2. Suggested Reading</p> <p>https://contractingacademy.gatech.edu/10-bargaining-techniques/</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about bargaining techniques?- Which bargaining techniques do you think are most effective?- How can you apply these techniques in your daily life? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 16	Course Name: Negotiation and Conflict Resolution Topic: How to break an impasse	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define an impasse in negotiation b. Identify common causes of impasses c. Apply strategies to break an impasse in a negotiation
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. Have you ever experienced a negotiation that came to a standstill? What do you think causes negotiations to reach an impasse? How can you overcome an impasse in a negotiation?2. Development (30 minutes)<ol style="list-style-type: none">a. Define impasse: Explain that an impasse is a situation where negotiations come to a halt due to disagreements or disagreements.b. Common causes of impasses: Discuss common causes of impasses, such as: Incompatible positions Communication breakdowns Power imbalances Time pressuresc. Strategies to break an impasse: Provide various strategies to overcome impasses, including: Taking a break Reframing the issue Introducing new options Seeking outside helpd. Using negotiation techniques (e.g., BATNA, ZOPA)3. Exercise (5 minutes)<ul style="list-style-type: none">- Think- Pair- Share
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes2. Suggested Reading https://www.pon.harvard.edu/tag/bargaining-strategies <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<ol style="list-style-type: none">1. Ask reflective questions:



	<ul style="list-style-type: none">- What did you learn about impasses in negotiations?- Which strategies for breaking an impasse do you find most useful?- How can you apply these strategies to improve your negotiation skills? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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Lesson Plan No. 17	Course Name: Negotiation and Conflict Resolution Topic: Creating a Mutual Gain Solution, Closing in Bargaining	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Understand the concept of a mutual gain solution Identify strategies for creating win-win outcomes Learn techniques for closing a negotiation effectively
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <ul style="list-style-type: none"> What does it mean to win a negotiation? How can both parties benefit from a negotiation? What strategies can be used to reach an agreement? Development (20 minutes) <ol style="list-style-type: none"> Mutual gain solutions: Discuss the concept of win-win outcomes and how they benefit both parties involved. Strategies for creating mutual gain solutions: Explain techniques like integrative bargaining, problem-solving, and value creation. Closing the deal: Discuss different closing techniques, such as summary close, alternative choice close, and good guy-bad guy close. <ul style="list-style-type: none"> Overcoming objections: Explain how to handle objections and counterarguments effectively. Exercise (15 minutes) <ul style="list-style-type: none"> Divide students into pairs and ask them to negotiate a deal, focusing on creating a mutual gain solution and closing the negotiation.
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading https://www.pon.harvard.edu/tag/bargaining-strategies <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<ol style="list-style-type: none"> Ask reflective questions: <ul style="list-style-type: none"> What did you learn about creating mutual gain solutions and closing negotiations? How can you apply these concepts in your personal and professional life?



	<p>- What challenges might you face when trying to reach a win-win outcome?</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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Lesson Plan No. 18	Course Name: Negotiation and Conflict Resolution Topic: Reaching a Consensus in Bargaining	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Understand the concept of consensus in negotiation b. Identify strategies for building consensus c. Overcome obstacles to reaching a consensus
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. What does it mean to reach a consensus? How can different parties with conflicting interests reach an agreement? What challenges might arise when trying to build consensus?2. Development (30 minutes)<ol style="list-style-type: none">a. Concept of consensus: Discuss the meaning of consensus and its importance in negotiation.b. Strategies for building consensus: Explain techniques like active listening, compromise, and finding common ground.c. Overcoming obstacles: Discuss common challenges in reaching consensus, such as differing priorities, power imbalances, and time constraints. Effective communication: Emphasize the role of clear and open communication in building consensus.3. Exercise (5 minutes)<ul style="list-style-type: none">- One Minute Paper
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes2. Suggested Reading https://www.pon.harvard.edu/tag/bargaining-strategies/ Video Link- https://www.youtube.com/watch?v=iYPn4P2LNsA <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<ol style="list-style-type: none">1. Ask reflective questions:<ul style="list-style-type: none">- What did you learn about reaching a consensus in negotiation?- How can you apply these concepts in your personal and professional life?- What challenges might you face when trying to build consensus in a group setting?



Model Institute of Engineering & Technology (Autonomous) Lesson Plan

Kot Bhalwal, Jammu

Spend 5 minutes to evaluate student assimilation of the lesson contents



Dr. Arun K. Gupta Teaching-Learning Centre

Version 1.1



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Lesson Plan No. 19	Course Name: Negotiation and Conflict Resolution Topic: Building an Agreement, Setting the Terms of the Agreement in Bargaining	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Understand the importance of clear and concise agreements b. Identify key elements of a strong agreement c. Develop strategies for setting fair and mutually beneficial terms
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	1. Introduction (5 minutes) - Ask questions. What makes a good agreement? What factors should be considered when setting terms? How can disagreements be resolved during the agreement-building process? 2. Development (30 minutes) a. Importance of clear agreements: Discuss the benefits of clear and concise agreements, including preventing misunderstandings and disputes. b. Key elements of a strong agreement: Explain the essential components of an agreement, such as: Parties involved Subject matter Terms and conditions Obligations and responsibilities Dispute resolution mechanisms c. Setting fair terms: Discuss strategies for setting fair and mutually beneficial terms, such as: Identifying shared interests Making concessions Using objective criteria Considering long-term consequences d. Handling disagreements: Explain how to address disagreements and find common ground during the agreement-building process. 3. Exercise (5 minutes) - One Minute Paper
Closure	1. Summarize the Lesson Learning Outcomes 2. Suggested Reading



	<p>https://industries.cg.gov.in/pdf/model_contract/Instructions_on_contracts_and_agreement.pdf</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about building an agreement and setting terms?- How can you apply these concepts to improve your negotiation skills?- What challenges might you face when drafting an agreement? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 20	Course Name: Negotiation and Conflict Resolution Topic: Dealing with Difficult Issues and personal attacks	Course No.: UGAEECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Identify common tactics used in difficult negotiations Develop strategies for handling difficult issues and personal attacks Maintain composure and focus during challenging negotiation situations
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <p>Have you ever experienced a negotiation where the other party became aggressive or personal?</p> <p>How do you usually handle difficult situations in a negotiation?</p> <p>What are some common tactics used to derail a negotiation?</p> Development (30 minutes) <ol style="list-style-type: none"> Common tactics: Discuss common tactics used to derail negotiations, such as: <ul style="list-style-type: none"> Personal attacks Good cop/bad cop Highball/lowball offers Time pressure Handling difficult issues: Explain strategies for addressing difficult issues, such as: <ul style="list-style-type: none"> Active listening Empathy Problem-solving Taking a break Dealing with personal attacks: Provide techniques for managing personal attacks, such as: <ul style="list-style-type: none"> Ignoring the attack Calling out the behavior Maintaining composure Focusing on the issues Exercise (5 minutes) <ul style="list-style-type: none"> Think- Pair-Share
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading <p>https://sgclassesonline.com/go/117-how-to-handle-deal-with-difficult-</p>



	<p>challenging-situations-people</p> <p>https://mywellbeing.com/therapy-101/how-to-calmly-respond-to-a-personal-attack</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about dealing with difficult issues and personal attacks in negotiations?- How can you apply these strategies to improve your negotiation skills?- What challenges might you face when dealing with a difficult negotiator? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 21	Course Name: Negotiation and Conflict Resolution Topic: Controlling your emotions	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Identify common emotional responses to challenging situations b. Understand the impact of emotions on thoughts and behavior c. Apply various techniques to manage emotions effectively
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. How do you usually feel when you're stressed, angry, or frustrated? How do your emotions affect your behavior? What can you do to calm down when you're feeling overwhelmed?2. Development (30 minutes)<ol style="list-style-type: none">a. Identify common emotions: Discuss common emotions like anger, sadness, fear, and frustration.b. Understand the impact of emotions: Explain how emotions can influence thoughts, behavior, and decision-making.c. Introduce coping techniques: Deep breathing: Demonstrate and practice deep breathing exercises. Mindfulness: Explain the concept of mindfulness and how to practice it. Progressive muscle relaxation: Guide students through a relaxation exercise. Cognitive-behavioral techniques: Explain how to challenge negative thoughts.3. Exercise (5 minutes)<ul style="list-style-type: none">- Group discussion: Divide students into small groups and ask them to share a situation where they struggled to control their emotions and discuss potential coping strategies.
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes2. Suggested Reading https://www.healthline.com/health/how-to-control-your-emotions Video Link-



	<p>https://www.youtube.com/watch?v=Uew5BbvmLks</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about controlling your emotions?- Which coping techniques do you find most helpful?- How can you apply these techniques in your daily life? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 22	Course Name: Negotiation and Conflict Resolution Topic: What is Conflict	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define conflict b. Identify different types of conflict c. Understand the causes of conflict
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<p>1. Introduction (5 minutes)</p> <ul style="list-style-type: none"> - Ask questions. Can you describe a time when you had a disagreement with someone? What do you think causes conflicts between people? How do conflicts make you feel? <p>2. Development (30 minutes)</p> <ul style="list-style-type: none"> a. Define conflict: Explain that conflict is a disagreement or clash between individuals, groups, or ideas. b. Types of conflict: Discuss different types of conflict, such as: c. Interpersonal conflict (between individuals) d. Intrapersonal conflict (within oneself) e. Intergroup conflict (between groups) f. Societal conflict (within a community or society) g. Causes of conflict: Explore common causes of conflict, including: h. Differences in values, beliefs, or goals i. Competition for resources j. Misunderstandings or miscommunication k. Power struggles Scarcity of resources <p>3. Exercise (5 minutes)</p> <ul style="list-style-type: none"> - Group discussion: Divide students into small groups and ask them to brainstorm examples of different types of conflict.
Closure	<p>1. Summarize the Lesson Learning Outcomes</p> <p>2. Suggested Reading https://courses.lumenlearning.com/wm/organizationalbehavior/chapter/what-is-conflict/</p> <p>Video Link- https://www.youtube.com/watch?v=qLEuBBhZaOs</p>



	Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<ol style="list-style-type: none">1. Ask reflective questions:<ul style="list-style-type: none">- What did you learn about conflict today?- How can understanding conflict help you in your relationships?- Can you think of examples of constructive and destructive conflict? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 23	Course Name: Negotiation and Conflict Resolution Topic: Conflict Resolution	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define conflict and identify different types of conflict b. Understand the causes and consequences of conflict c. Apply effective conflict resolution strategies
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">Introduction (5 minutes)<ul style="list-style-type: none">Ask questions. What is conflict? Can you share an example of a conflict you've experienced? How did you handle the conflict?Development (30 minutes)<ol style="list-style-type: none">Define conflict: Explain conflict as a disagreement or clash between individuals or groups.Types of conflict: Discuss different types of conflict, such as interpersonal, intrapersonal, and intergroup conflict.Causes of conflict: Explore common causes of conflict, including differences in values, goals, and personalities.Consequences of conflict: Discuss the negative impacts of conflict, such as stress, decreased productivity, and damaged relationships.Conflict resolution strategies: Introduce various conflict resolution strategies, such as negotiation, mediation, and arbitration.Active listening: Emphasize the importance of active listening in conflict resolution.Exercise (5 minutes)<ul style="list-style-type: none">One Minute Paper
Closure	<ol style="list-style-type: none">Summarize the Lesson Learning OutcomesSuggested Reading https://mailchimp.com/resources/conflict-resolution-skills/#:~:text=Conflict%20resolution%20is%20the%20process,coworkers%2C%20clients%2C%20and%20customers Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<ol style="list-style-type: none">Ask reflective questions:



	<ul style="list-style-type: none">- What did you learn about conflict and conflict resolution?- Which conflict resolution strategy do you think is most effective?- How can you apply these skills in your personal and professional life? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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Lesson Plan No. 24	Course Name: Negotiation and Conflict Resolution Topic: Understanding the Conflict Resolution Process	Course No.: UGAEECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Define the conflict resolution process Identify the key stages in the conflict resolution process Understand the importance of each stage in achieving a positive outcome
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <p>What steps do you think are involved in resolving a conflict?</p> <p>Why is it important to follow a structured process when dealing with conflict?</p> <p>What challenges might arise during the conflict resolution process?</p> Development (30 minutes) <ol style="list-style-type: none"> Define conflict resolution process: Explain that the conflict resolution process is a systematic approach to managing and resolving conflicts. Key stages of the process: Identify the key stages of the conflict resolution process, such as: <ol style="list-style-type: none"> Defining the problem Generating options Evaluating options Reaching an agreement Implementing the solution Follow-up and evaluation Importance of each stage: Discuss the significance of each stage in achieving a successful outcome. Challenges and obstacles: Identify potential challenges that may arise during the process and strategies for overcoming them. Exercise (5 minutes) <ul style="list-style-type: none"> Think-Pair-Share
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading https://www.pon.harvard.edu/tag/conflict-resolution-process/



	Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<ol style="list-style-type: none">1. Ask reflective questions:<ul style="list-style-type: none">- What did you learn about the conflict resolution process?- How can understanding the process help you manage conflicts more effectively?- What are some challenges you might face in applying the conflict resolution process? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 25	Course Name: Negotiation and Conflict Resolution Topic: Creating an Effective Atmosphere	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Identify factors that contribute to a positive conflict resolution atmosphere b. Understand the importance of communication and active listening c. Apply strategies for creating a constructive and supportive environment
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. How do you feel when you're in a tense conflict situation? What kind of atmosphere helps you resolve conflicts effectively? How can communication impact the outcome of a conflict?2. Development (30 minutes)<ol style="list-style-type: none">a. Factors contributing to a positive atmosphere: Discuss elements such as mutual respect, empathy, openness, and trust.b. Communication and active listening: Emphasize the role of effective communication and active listening in building a constructive atmosphere.c. Creating a supportive environment: Provide strategies for creating a safe and supportive space for conflict resolution, such as using "I" statements, avoiding blame, and focusing on problem-solving. Managing emotions: Discuss techniques for managing emotions during conflict, such as taking breaks and using calming strategies.3. Exercise (5 minutes)<ul style="list-style-type: none">- One Minute Paper
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes2. Suggested Reading https://hr.uw.edu/leadershipcafe/wp- Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<ol style="list-style-type: none">1. Ask reflective questions:



	<ul style="list-style-type: none">- What did you learn about creating an effective atmosphere for conflict resolution?- How can you apply these skills in your personal and professional life?- What challenges might you face in creating a positive atmosphere during a conflict? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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Lesson Plan No. 26	Course Name: Negotiation and Conflict Resolution Topic: Evaluating the Situation in Conflict Resolution	Course No.: UGAEECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Identify key factors to consider when evaluating a conflict situation b. Analyze the impact of different perspectives on a conflict c. Develop strategies for gathering information about a conflict
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. What information is important to gather when facing a conflict? How can understanding different perspectives help in resolving a conflict? What challenges might arise when trying to evaluate a conflict situation?2. Development (30 minutes)<ol style="list-style-type: none">a. Key factors to consider: Discuss essential factors to evaluate, such as: The nature of the conflict (interpersonal, intragroup, intergroup) The parties involved and their relationships The underlying issues or causes of the conflict The potential consequences of the conflictb. Importance of perspectives: Emphasize the need to consider different perspectives, including those of all parties involved.c. Gathering information: Discuss techniques for gathering information, such as: Active listening Open-ended questions Observation Seeking input from others Analyzing information: Explain how to analyze the gathered information to identify patterns, underlying issues, and potential solutions.3. Exercise (5 minutes)<ul style="list-style-type: none">- Think-Pair-Share
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes2. Suggested Reading



	<p>https://hr.uw.edu/leadershipcafe/wp-</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about evaluating a conflict situation?- How can you apply these skills to improve your conflict resolution abilities? <p>What challenges might you face when trying to gather information about a conflict?</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 27	Course Name: Negotiation and Conflict Resolution Topic: Creating an Action Plan in Conflict Resolution	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Understand the importance of creating an action plan for conflict resolution Identify key components of an effective action plan Develop a basic action plan for a hypothetical conflict situation
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <p>Have you ever tried to solve a conflict without a clear plan? What are the benefits of having a plan when facing a challenge? How can an action plan help in resolving a conflict?</p> Development (30 minutes) <ol style="list-style-type: none"> Importance of an action plan: Discuss the benefits of having a clear plan for conflict resolution, such as increased focus, improved communication, and increased chances of success. Key components of an action plan: Identify the key elements of an effective action plan, including: <ul style="list-style-type: none"> Defining the problem Identifying goals Identifying potential solutions Developing a timeline Assigning responsibilities Evaluating the plan Steps to create an action plan: Outline the steps involved in creating an action plan, such as: <ul style="list-style-type: none"> Brainstorming potential solutions Prioritizing options Developing a realistic timeline Identifying potential obstacles Flexibility and adaptability: Emphasize the importance of being flexible and adaptable when implementing an action plan. Exercise (5 minutes) <ul style="list-style-type: none"> Group activity: Divide students into small groups and ask them to create a basic action plan for a hypothetical conflict situation.
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes



	<p>2. Suggested Reading</p> <p>https://smallbusiness.chron.com/action-plan-resolving-conflict-22352.html</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about creating an action plan for conflict resolution?- How can an action plan help you manage conflicts more effectively? What challenges might you face when implementing an action plan? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 28	Course Name: Negotiation and Conflict Resolution Topic: How Empathy and Sincerity Work Wonders for You	Course No.: UGA ECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define empathy and sincerity b. Explain how empathy and sincerity contribute to persuasive communication c. Apply empathy and sincerity in persuasive situations
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">Introduction (5 minutes)<ul style="list-style-type: none">Ask questions. Have you ever been persuaded to do something? What made you agree? How do you feel when someone truly understands your perspective? What is the importance of being genuine in communication?Development (35 minutes)<ol style="list-style-type: none">Define empathy and sincerity: Explain empathy as the ability to understand and share the feelings of others, and sincerity as the quality of being honest and genuine.The role of empathy in persuasion: Discuss how understanding the audience's perspective can build rapport and increase persuasiveness.The role of sincerity in persuasion: Explain how authenticity and genuineness enhance credibility and trust.Combining empathy and sincerity: Demonstrate how empathy and sincerity work together to create a powerful persuasive message.Practical examples: Share real-life examples of effective persuasion using empathy and sincerity.
Closure	<ol style="list-style-type: none">Summarize the Lesson Learning OutcomesSuggested Reading https://www.ccl.org/articles/leading-effectively-articles/empathy-in-the-workplace-a-tool-for-effective-leadership/ <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<ol style="list-style-type: none">Ask reflective questions:



	<ul style="list-style-type: none">- What did you learn about the power of empathy and sincerity in persuasion?- How can you apply these concepts in your daily life?- What challenges might you face when trying to be empathetic and sincere? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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Lesson Plan No. 29	Course Name: Negotiation and Conflict Resolution Topic: Activity of Role play on Empathy and Sincerity	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define empathy and sincerity b. Explain how empathy and sincerity contribute to persuasive communication c. Apply empathy and sincerity in persuasive situations
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	1. Exercise (40 minutes) - Role-playing: Divide students into pairs and ask them to practice a persuasive conversation, focusing on using empathy and sincerity.
Closure	1. Summarize the Lesson Learning Outcomes 2. Suggested Reading Book - Negotiation Lewicki, R., Publisher, Tata McGraw Hill, Edition 8 th (2019) https://www.ccl.org/articles/leading-effectively-articles/empathy-in-the-workplace-a-tool-for-effective-leadership/ Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	1. Ask reflective questions: - What did you learn about the power of empathy and sincerity in persuasion? - How can you apply these concepts in your daily life? - What challenges might you face when trying to be empathetic and sincere? Spend 5 minutes to evaluate student assimilation of the lesson contents



Lesson Plan No. 30	Course Name: Negotiation and Conflict Resolution Topic: Being a good listener	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define active listening b. Identify the key components of active listening c. Practice active listening skills
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> 1. Introduction (5 minutes) <ul style="list-style-type: none"> - Ask questions. How often do you feel truly heard by others? What does it mean to be a good listener? How can active listening improve your relationships? 2. Development (30 minutes) <ol style="list-style-type: none"> a. Define active listening: Explain active listening as the process of fully focusing on the speaker, understanding their message, and responding thoughtfully. b. Key components of active listening: Discuss the essential elements of active listening, including: Paying attention Maintaining eye contact Providing verbal and nonverbal feedback Avoiding interruptions Asking clarifying questions Summarizing the speaker's message c. Benefits of active listening: Highlight the positive outcomes of being a good listener, such as improved relationships, better problem-solving, and increased empathy. d. Common listening barriers: Identify obstacles to active listening, such as distractions, judgment, and impatience. 3. Exercise (5 minutes) <ul style="list-style-type: none"> - Pair activity: Have students practice active listening by taking turns sharing a personal experience or opinion.
Closure	<ol style="list-style-type: none"> 1. Summarize the Lesson Learning Outcomes 2. Suggested Reading https://hbr.org/2021/12/how-to-become-a-better-listener <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	1. Ask reflective questions:



	<ul style="list-style-type: none">- What did you learn about active listening?- How can you improve your active listening skills?- Why is active listening important in your personal and professional life? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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Lesson Plan No. 31	Course Name: Negotiation and Conflict Resolution Topic: Keeping attention where you want it	Course No.: UGAEECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Understand the concept of attention and its importance Identify common attention challenges Learn techniques to improve focus and concentration
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <ul style="list-style-type: none"> How often do you find yourself easily distracted? What are some things that typically distract you? Why is it important to be able to focus your attention? Development (30 minutes) <ol style="list-style-type: none"> Define attention: Explain attention as the ability to focus mental resources on a specific stimulus or task. Importance of attention: Discuss the benefits of good attention, such as improved learning, productivity, and problem-solving. Common attention challenges: Identify common attention problems, such as distractibility, procrastination, and mind wandering. Techniques for improving focus: Introduce techniques to enhance attention, including: <ul style="list-style-type: none"> Mindfulness and meditation Time management strategies Creating a conducive environment Exercise and physical activity Breaking down tasks The role of technology: Discuss the impact of technology on attention and strategies to manage digital distractions. Exercise (5 minutes) <ul style="list-style-type: none"> Mindfulness exercise: Guide students through a short mindfulness exercise to practice focusing attention.
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes Suggested Reading https://www.betterup.com/blog/15-ways-to-improve-your-focus-and-concentration-skills



	Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about attention and its importance?- Which techniques for improving focus do you find most helpful?- How can you apply these strategies to your daily life? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 32	Course Name: Negotiation and Conflict Resolution Topic: Body Language: How to read non-verbal signals from others and send out the right ones	Course No.: UGAEECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define body language and its importance in communication b. Identify different types of body language cues c. Interpret non-verbal signals accurately d. Use body language effectively to communicate
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. How do you think body language affects communication? Can you give examples of body language cues? How important is it to be aware of your own body language?2. Development (30 minutes)<ol style="list-style-type: none">a. Define body language: Explain that body language is the non-verbal communication that occurs through facial expressions, gestures, posture, and other physical cues.b. Types of body language cues: Discuss different types of body language cues, such as facial expressions, eye contact, posture, gestures, and touch.c. Interpreting non-verbal signals: Explain how to accurately interpret body language cues by considering the context and combining them with verbal communication.d. Using body language effectively: Provide tips on how to use body language to enhance communication, build rapport, and create a positive impression. Common body language mistakes: Discuss common body language mistakes and how to avoid them.
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes<ul style="list-style-type: none">- Recap the key points covered in the lesson: the definition of body language, types of cues, interpretation, and effective use.2. Suggested Reading https://www.helpguide.org/articles/relationships-communication/nonverbal-communication.htm



	Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about body language and its importance?- How can you improve your ability to read and interpret body language?- How can you use body language to enhance your communication skills? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 33	Course Name: Negotiation and Conflict Resolution Topic: Activity on Body Language	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Define body language and its importance in communication b. Identify different types of body language cues c. Interpret non-verbal signals accurately d. Use body language effectively to communicate
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	1. Exercise (40 minutes) - Observation activity: Divide students into pairs and ask them to observe each other's body language while engaging in a short conversation. They should then share their observations with their partner.
Closure	1. Summarize the Lesson Learning Outcomes - Recap the key points covered in the lesson: the definition of body language, types of cues, interpretation, and effective use. 2. Suggested Reading https://www.helpguide.org/articles/relationships-communication/nonverbal-communication.htm Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	1. Ask reflective questions: - What did you learn about body language and its importance? - How can you improve your ability to read and interpret body language? - How can you use body language to enhance your communication skills? Spend 5 minutes to evaluate student assimilation of the lesson contents



Lesson Plan No. 34	Course Name: Negotiation and Conflict Resolution Topic: The impact of good recall and simple tips to improve your memory	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Understand the importance of good recall in daily life b. Identify factors affecting memory and recall c. Apply simple techniques to improve memory and recall
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">Introduction (5 minutes)<ul style="list-style-type: none">Ask questions. How important is memory in your daily life? Can you recall what you had for breakfast yesterday? What do you think affects your ability to remember things?Development (30 minutes)<ol style="list-style-type: none">Importance of good recall: Discuss the role of memory in various aspects of life, such as learning, relationships, and problem-solving.Factors affecting memory: Identify factors that influence memory, including age, health, stress, and sleep.Memory techniques: Introduce simple memory improvement techniques like: Mnemonic devices (acronyms, rhymes, visualizations) Chunking information Repetition and practice Association Spaced repetitionReal-life examples: Share examples of how these techniques can be applied in everyday life.Exercise (5 minutes)<ul style="list-style-type: none">Memory game: Conduct a short memory game or activity to demonstrate the effectiveness of memory techniques.
Closure	<ol style="list-style-type: none">Summarize the Lesson Learning Outcomes<ul style="list-style-type: none">Recap the key points covered in the lesson: the importance of good recall, factors affecting memory, and memory improvement techniques.Suggested Reading



	<p>https://www.verywellmind.com/great-ways-to-improve-your-memory-2795356</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about the importance of good recall?- Which memory improvement technique do you find most interesting?- How can you apply these techniques in your daily life? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 35	Course Name: Negotiation and Conflict Resolution Topic: The power of psycholinguistics	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> Define psycholinguistics and its relationship to language and psychology Explain the key areas of study within psycholinguistics Understand the practical applications of psycholinguistics in various fields
Teaching Aids (if any)	<ol style="list-style-type: none"> Power Point Presentation
Teaching Development	<ol style="list-style-type: none"> Introduction (5 minutes) <ul style="list-style-type: none"> Ask questions. <ul style="list-style-type: none"> How do you think our brains process language? What factors influence our ability to learn and use language? How can understanding language help us better communicate? Development (30 minutes) <ol style="list-style-type: none"> Define psycholinguistics: Explain the relationship between language and psychology. Key areas of study: Discuss the main areas of psycholinguistics, including: <ul style="list-style-type: none"> Language acquisition Language production Language comprehension Language representation Practical applications: Explore the applications of psycholinguistics in fields such as education, therapy, advertising, and artificial intelligence. Exercise (5 minutes) <ul style="list-style-type: none"> Group discussion: Divide students into groups and ask them to brainstorm how psycholinguistics can be applied to solve real-world problems.
Closure	<ol style="list-style-type: none"> Summarize the Lesson Learning Outcomes <ul style="list-style-type: none"> Recap the key points covered in the lesson: definition of psycholinguistics, key areas of study, and practical applications. Suggested Reading https://www.forumone.com/events/psycholinguistics-what-your-organizations-language-is-silently-communicating/



	Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	<ol style="list-style-type: none">1. Ask reflective questions:<ul style="list-style-type: none">- What did you learn about psycholinguistics?- How does psycholinguistics relate to other fields of study?- What are the potential benefits of understanding psycholinguistics? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 36	Course Name: Negotiation and Conflict Resolution Topic: Learn to Use the Telephone to Your Best Advantage	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Identify effective telephone communication techniques b. Demonstrate proper telephone etiquette c. Develop strategies for handling different types of calls
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	<ol style="list-style-type: none">1. Introduction (5 minutes)<ul style="list-style-type: none">- Ask questions. How often do you use the telephone for personal or professional purposes? What challenges do you face when communicating over the phone? What do you think makes a good phone conversation?2. Development (30 minutes)<ol style="list-style-type: none">a. Effective telephone communication techniques: Discuss techniques such as active listening, clear and concise speech, and appropriate tone of voice.b. Telephone etiquette: Explain the importance of being polite, respectful, and professional during phone calls.c. Handling different types of calls: Provide strategies for handling incoming and outgoing calls, including: Answering and screening calls Placing calls Dealing with difficult callers Taking messages Leaving voicemailsd. Voicemail etiquette: Discuss tips for creating a professional voicemail message.
Closure	<ol style="list-style-type: none">1. Summarize the Lesson Learning Outcomes<ul style="list-style-type: none">- Recap the key points covered in the lesson: effective telephone communication techniques, telephone etiquette, and handling different types of calls.2. Suggested Reading



	<p>https://www.forbes.com/sites/theyec/2018/08/02/eight-ways-you-can-use-your-phone-to-actually-boost-relaxation-and-increase-productivity/</p> <p>Spend 5 minutes to wrap up and consolidate the learning's</p>
Evaluation	<p>1. Ask reflective questions:</p> <ul style="list-style-type: none">- What did you learn about effective telephone communication?- How can you apply these skills to improve your interactions with others?- What challenges might you face when using the telephone? <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



Lesson Plan No. 37	Course Name: Negotiation and Conflict Resolution Topic: Activity on the use the Telephone to Your Best Advantage	Course No.: UGAECC-304 (A)
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Objectives	At the end of the lesson the student shall be able to: a. Identify effective telephone communication techniques b. Demonstrate proper telephone etiquette c. Develop strategies for handling different types of calls
Teaching Aids (if any)	a. Power Point Presentation
Teaching Development	1. Exercise (40 minutes) - Role-playing: Divide students into pairs and ask them to practice different telephone scenarios (e.g., leaving a voicemail, handling a complaint).
Closure	1. Summarize the Lesson Learning Outcomes - Recap the key points covered in the lesson: effective telephone communication techniques, telephone etiquette, and handling different types of calls. 2. Suggested Reading https://www.forbes.com/sites/theyec/2018/08/02/eight-ways-you-can-use-your-phone-to-actually-boost-relaxation-and-increase-productivity/ Spend 5 minutes to wrap up and consolidate the learning's
Evaluation	1. Ask reflective questions: - What did you learn about effective telephone communication? - How can you apply these skills to improve your interactions with others? - What challenges might you face when using the telephone? Spend 5 minutes to evaluate student assimilation of the lesson contents