POZNAN UNIVERSITY OF TECHNOLOGY

EUROPEAN CREDIT TRANSFER AND ACCUMULATION SYSTEM (ECTS)
pl. M. Skłodowskiej-Curie 5, 60-965 Poznań

COURSE DESCRIPTION CARD - SYLLABUS

Course name
Negotiations and Negotiation Techniques

Course

Field of study	Year/Semester
Engineering Management	4/7
Area of study (specialization)	Profile of study
	general academic
Level of study	Course offered in
First-cycle studies	English
Form of study	Requirements
full-time	elective

Number of hours

Lecture	Laboratory classes	Other (e.g. online)
15		
Tutorials	Projects/seminars	
15		

Number of credit points
3

Lecturers

Responsible for the course/lecturer:

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Faculty of Engineering Management

ul. J. Rychlewskiego 2, 60-965 Poznań

Responsible for the course/lecturer:

Prerequisites

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The Student has basic knowledge in the field of interpersonal communication and can assertively express his opinions and argue the position taken.

Course objective

Gaining knowledge of negotiation and negotiation techniques as well as the principles of effective communication and the difference between manipulating and exerting influence in social and business relations. Acquisition of skills related to the preparation and conduct of the negotiation process. Learning negotiation techniques.

Course-related learning outcomes

Knowledge

The student defines and characterizes basic concepts related to negotiations, including BATNA and various negotiation styles [P6S_WG_01].

The student classifies and analyzes different types of conflicts and their impact on the negotiation process [P6S_WG_03].

The student recognizes the importance of cultural differences in international negotiations and their impact on negotiation strategies [P6S_WK_01].

Skills

The student develops and implements a negotiation strategy, taking into account various techniques and tactics of negotiation [P6S_UW_04].

The student applies techniques of active listening and non-verbal communication in the negotiation process [P6S_UW_05].

The student analyzes and interprets the effects of different negotiation attitudes, including domination, compromise, and cooperation [P6S_UW_06].

Social competences

The student applies knowledge of negotiations to resolve conflict situations in a professional environment, considering professional ethics and cultural diversity [P6S_KR_02, P6S_KO_01].

The student uses persuasion techniques ethically, avoiding manipulation in negotiations [P6S_KK_02].

The student plans and conducts negotiations using various techniques and methods, both in local and international contexts [P6S_KO_03].]

Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

LECTURES Formative assessment: active in discussions summarizing individual lectures and assigned material (e.g. reading a book, watching films), giving the opportunity to assess the Student's understanding of the subject; written assignments given during the semester (eg essay); case-study tasks. Summative assessment: final written test in the last class (50% of the points must be obtained to

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obtain a positive grade for the course; the teacher has the opportunity to carry out all verification work in the form of a remote test on the eCourses platform

PRACTICE: Formative assessment: ongoing activity in the classroom and participation in discussions; preparation of a presentation on a given topic and its elaboration in class; tickets; written work (essay) based on given books, articles or films; case-study tasks; colloquium, tickets. Summative assessment: arithmetic mean of the forming grades with the rounding conditions specified and placed on the e-Course platform - no possibility of obtaining a credit without writing a final test with a positive grade (min. 50% of points); the lecturer may conduct a final test in the form of a remote test via the eKursy platform

Programme content

1. Definition and goals of negotiation, factors influencing the negotiation. Features of an effective negotiator and types of negotiators

2. Negotiation styles and attitudes - positional negotiations and the Harvard negotiation project, judging versus learning

3. Planning of negotiations

    3.1 I: introductory stage: preparation and planning of the negotiation process, role division,

        function and importance BATNA (NAPO 1 and NAPO 2)

    3.2 II: phase proper: issues and negotiation phases, time management, overcoming stagnation i

        deadlock in negotiations, active listening techniques,

        negotiation techniques and tactics

    3.3 III: finalizing the negotiations - methods of finalizing and closing the process

4. Interpersonal communication II (non-verbal aspects of communication) - body language and proxemics of speeches during the negotiation process - the role of non-verbal communication in the negotiation process

5. Techniques and methods of negotiation - Face-to-face meetings and on-line negotiations - Methods of influencing, building a positive self-image and winning over people - Erystyka

6. Negotiations as one of the methods of conflict resolution. Causes of conflicts, types of conflicts, conflict in the organization and its effects. Methods of dealing with conflict situations (domination, avoidance, mitigation, compromise, cooperation)

7. Influence, persuasion and manipulation in negotiations - defense against manipulation during negotiations

8. International negotiations - the importance of cultural differences

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Teaching methods

I. PERSONS: 1. Informative lecture 2. Problem lecture 3. Conversational lecture 4. Talk 5. Working with a book 6. Lecture, reading

II. PRACTICAL - PROBLEM: 1. Brainstorming 2. Panel discussion 3. Problem lecture 4. Business stories 5. Case study 6. Observation 7. Organizational drama

III. PRACTICAL - ACTIVATING: 1. Case Study 2. Managerial training 3. Business stories 4. Institution 5. Organizational drama 6. Six de'Bono hats

IV. PRACTICAL - EXCELLENT: 1. Demonstration 2. Business history 4. Psychodrama 4. Using a computer, e-learning platform and mobile applications

Bibliography

Basic

1. Cialdini, R. (2016). Influence. The Psychology of Persuasion. HarperCollins - also available to Students in pdf format at eKursy

2. Fisher, R., Ury, W. (2016). Getting to Yes. Negotiation an agreement without giving in. Random House Business Books - also available to students in pdf format at eKursy

3. Ury, W. (2006). Getting past NO. Negotiating Your way fram Confrontation to Cooperation - also to read online: https://pdfgoes.com/downloads/Getting%20Past%20No%20Pdf

4. Cialdini, R. (2016). Pre-suasion. Gardners. - also available to students online: https://www.d-pdf.com/book/4526/read.A.

Additional

1. Schopenhauer, A. (2007). Eristic. The Art of Controversy. Cosimo Classics

2. Kałucki, K. (2018). Techniki negocjacyjne. Warszawa: Difin.

3. Cialdini, R. (2014). Mała Wielka Zmiana. Jak skutecznie wywierać wpływ. Sopot: GWP - dostępna dla Studentów na Moodle jako eBook

4. Kennedy, G. (1999). Negocjowac można wszytstko. Warszawa; Studio EMKA.

5. Casse, P. (1992). Jak negocjować. Poznań: Zysk i S-ka.

6. Nęcki Z. (2012): Negocjacje w biznesie, Antykwa, Kraków.

7. Peeling N. (2010). Negocjacje: Co dobry negocjator wie, robi i mówi, PWE, Warszawa.

8. Kamiński J. (2007): Negocjowanie: Techniki rozwiązywania konfliktów, POLTEXT, Warszawa.

9. Nierenberg, G.I. (1998). Sztuka Negocjacji. Warszawa; Studio EMKA.

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10. Janson, S. (2022). 15 Rules for Better. Negotiation & Selling. Publish Drive.

11. Goldwich, D. (2011). Win-win Negotiation Techniques. Marshall Cavendish International Pte Ltd.

Breakdown of average student's workload

	Hours	ECTS
Total workload	75	3,0
Classes requiring direct contact with the teacher	30	1,0
Student's own work: literature studies, presentation preparation, preparation for tutorials, preparation for tests [1]	45	2,0

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[1] delete or add other activities as appropriate