

Academic Year/course: 2021/22

## 28521 - Conflict Management and Negotiation Techniques

### Syllabus Information

**Academic Year:** 2021/22

**Subject:** 28521 - Gestión del conflicto y técnicas de negociación

**Faculty / School:** 108 - Facultad de Ciencias Sociales y del Trabajo

**Degree:** 428 - Degree in Labour Relations and Human Resources

**ECTS:** 6.0

**Year:** 3

**Semester:** First semester

**Subject Type:** Compulsory

**Module:**

### 1. General information

### 2. Learning goals

### 3. Assessment (1st and 2nd call)

### 4. Methodology, learning tasks, syllabus and resources

#### 4.1. Methodological overview

**The learning process designed for this subject is based on the following:**

The learning process is active and each student is the protagonist. This is the main methodological principle on which the teaching proposal is based.

Each teacher will provide different elements to facilitate learning, among them the Digital Teaching Network (ADD), which will specify the detailed programming of the learning activities, always taking into account the framework in which the teaching will take place: calendar, classrooms, timetables, groups, number of students, etc.

#### 4.2. Learning tasks

**The program offered to the student to help him/her achieve the expected results comprises the following activities....**

**Type 1** teaching activities will consist basically of classes with the whole group, where the theoretical foundations of the subject will be presented and worked on and reference will be made to concrete cases and their application.

**Type 2** and **Type 6** teaching activities will involve a more practical approach to the subject, through the reading of documents and articles, debates, problems and cases. The systematization, the capacity of analysis and the application to concrete situations that the students can carry out, both in oral and written presentations, individual and group work, will be fundamental. The dedication of the student to the teaching activities of Type 6 will suppose 15 hours throughout the four-month period.

The autonomous work (**Type 7**) that each student carries out throughout the course is fundamental and shows the assumption of the leading role in the learning process. It will consist of:

- The reading of the recommended bibliography and the study of the material.
- The collection and selection of relevant material.
- Analysis of case studies.
- Prior preparation and subsequent work after attending classes/seminars.
- Preparation of seminars, readings, papers, reports, research.

- Preparation of written assignments and oral presentations.
- Preparation of oral or written exams.

### 4.3. Syllabus

According to the Grade Report, the contents of this course will be articulated around the following thematic blocks:

- Conflict in organizations.
- Types of conflicts.
- Conflict management.
- Nature and characteristics of negotiation.
- The negotiation process.
- Negotiation styles.
- Strategies and tactics in the negotiation process.
- Negotiation techniques.

Through these contents the students will have tools that will make possible the understanding of the social and labor world and, specifically, of the management of the conflict and the negotiation.

### 4.4. Course planning and calendar

#### Schedule of sessions and presentation of work

The detailed schedule of learning activities will be provided at the beginning of the teaching period and will be available on the ADD Moodle platform.

The activities and dates will be adjusted to the calendar and schedules proposed by the dean's team. The teaching staff will inform of the key dates for the different training and assessment activities to be carried out, taking into account the different aspects that may influence the teaching design: teaching assignments of the teaching staff, characteristics and number of students, structure of the spaces, calendar, timetables of the different teaching activities, etc.