

31240 - Conflict, Negotiation and Mediation

Syllabus Information

Academic year: 2024/25

Subject: 31240 - Conflict, Negotiation and Mediation

Faculty / School: 301 - Facultad de Ciencias Sociales y Humanas

Degree: 613 - Degree in Psychology

ECTS: 6.0

Year: 4

Semester: First semester

Subject type: Optional

Module:

1. General information

This subject is taught in the fourth year and first semester of the degree program in Psychology. This is an elective with 6 ECT.

In it, the theoretical contents are studied to identify and analyse the conflict situations, as well as their resolution through negotiation and mediation. The study of the process of negotiation and mediation will allow to know, learn and put into practice the necessary competences within each of its phases. In addition, the aim is to develop social skills that allow to successfully face interpersonal relationships in conflict situations.

2. Learning results

To understand and discriminate the field of study of Applied Social Psychology and some of its specific applications, such as Community Psychology, Communication Psychology, Sport Psychology and conflict resolution.

To describe the personality characteristics, the most common cognitive biases and other important elements that influence the negotiation process, as well as differentiate existing strategies and techniques for negotiation management.

To design and explain a strategic negotiation planning for any given conflict.

To use the relevant documentary sources in Applied Social Psychology and its applications, with capacity for critical analysis and synthesis

To draft reports and develop skills of expression and oral communication in relation to the contents of Applied Social Psychology and its applications

3. Syllabus

The content of the subject is composed of three blocks:

Block I. THE CONFLICT

Block II. NEGOTIATION

Block III. MEDIATION

These blocks are detailed in different topics:

1. CONFLICT IN THE FRAMEWORK OF LABOR RELATIONS
2. NEGOTIATION IN THE WORKPLACE
3. POWER IN CONFLICT AND NEGOTIATION PROCESSES
4. CHARACTERISTICS OF THE NEGOTIATORS AND INTERACTION OF THE OPPOSING PARTIES
5. COMMUNICATION IN NEGOTIATION
6. MEDIATION

4. Academic activities

1. Theoretical sessions in which we will work stimulating participation and active learning by the students.
2. Practical sessions in which practical activities are carried out to promote team work and collaborative-cooperative learning.
3. Individual and group tutoring.

5. Assessment system

EVALUATION SYSTEM:

- a. Examination of theoretical contents: Through it, the student will be able to obtain up to 60% of the grade in the subject . It will

consist of an objective multiple-choice test with 30 questions related to all the topics covered in the present subject. Each of the objective multiple-choice questions will have 3 answer alternatives, where only one of will be valid. In order to keep the effect of chance under control, errors will be subtracted from the total number of right answers, such that two errors will deduct one right answer (the correction formula to be applied will be the following: $[(A - E/n-1)/N]*10$).

Students are reminded that blank answers do not subtract any points. The answers in the short questions do not subtract any points. In order to pass the subject the minimum grade to obtain in the exam will be a 5 out of 10.

b. Evaluation of the practical section: it allows obtaining up to 40% of the overall grade. Students may choose one of the following alternatives:

- Completion of the work proposed in the practical sessions (equivalent to Continuous evaluation: 40% of the total grade of the subject). To be eligible for this evaluation alternative, the student must attend at least 80% of the practical sessions. Absences duly justified by medical certificate, will count as attendance.

- Completion of the open-ended writing exam on practical contents (equivalent to 40% of the total grade of the subject). All students have the right to take this test, either because they have not opted for continuous assessment or because they have failed the works proposed in the practical sessions. The test will consist of 6-8 open-ended writing questions.

6. Sustainable Development Goals

3 - Good Health & Well-Being

4 - Quality Education

10 - Reduction of Inequalities