

COR171 Negotiation and Relationship Management

Level: 1

Credit Units: 2.5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY SEMESTER

Synopsis:

The workplace is made up of people working interdependently to achieve organisational goals. It is not always the case that this interdependence works out smoothly because relationships are often complex and fraught with problems, big and small. At every level, hierarchical or lateral, it is necessary to deal with people's differences. This requires us to manage relationships and the key to managing relationships is understanding people's interests because behaviour is almost always driven by interests (which may not necessarily be self-interest). To maintain a vibrant and healthy work environment, we need both to negotiate and resolve conflicts.

This course introduces students to fundamental concepts in interest-based negotiation and conflict resolution. The 7 elements of interest-based negotiation will provide students with a framework for a more structured approach towards preparing for and achieving personal and organizational goals in negotiation.

In addition, students will be provided with a dynamic communication framework for the analysis of negotiations. The focus will be on why some conversations seem to be replete with difficulty and how a negotiator can have more productive conversations during and even after negotiations.

Topics:

- What is Negotiation?
- Interest-based Negotiation
- Relationship, communication and commitment
- Negotiation strategies
- Constructive communication in conflicts
- Interest-based countermeasures against negative tactics

Textbooks:

Fisher, R., Ury, W. and Patton, B.: Getting to Yes: Negotiating Agreement Without Giving In 1991
Penguin
ISBN-13: 9780143118756-AA

Ury, William: Getting Past No: Negotiating in Difficult Situations 1993 Bantam
ISBN-13: 9780553371314-AA

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ISBN-13: 9780553371314

Learning Outcome:

- List the steps taken to prepare for a negotiation
- List the various concepts in interest-based negotiations and conflict resolution
- Discuss one's negotiation style
- Develop Options and Best Alternative to a Negotiated Agreement
- Demonstrate the interpersonal process of negotiation
- Apply effective communication competence to achieve the desired outcomes
- Analyse the substantive issues in the negotiations
- Apply a principled negotiation approach to achieve good outcomes

Assessment Strategies:

Continuous Assessment Component	Weightage (%)
TUTOR-MARKED ASSIGNMENT	40
QUIZ	20
TUTOR-MARKED ASSIGNMENT	40
Sub-Total	100

Examinable Component	Weightage (%)
Sub-Total	

Weightage Total **100**