

AMRITA VISHWAVIDYA PEETHAM

AMRITA SCHOOL OF BUSINESS

KOCHI

HR507E Managing Negotiations

Course Description

Negotiations situations are ever-present in a broad array of business situations and settings. This includes negotiations with potential employers, colleagues, reporting officers, and other prospective stakeholders. Negotiation skill and competencies will enhance the effectiveness of human resource Managers in workplace situations that demands mediation and bargaining. This course will help students to:

1. Describe the key aspects of negotiation situations the challenges they present, as well as strategies for dealing with them;
2. Explain how cognitive, emotional and contextual factors affect negotiations;
3. Analyze negotiation situations and select appropriate negotiation strategies.

Learning outcomes

At the end of the course, students are expected to

- Carry out negotiations that result in judicious agreements
- integrate a process approach in their negotiation style
- Develop a confident negotiation style to deflect tough tactics
- Apply practical psychological principles to negotiate effectively
- Augment their negotiation skills by emulating good practices in real-world settings

Method and Approach

The Negotiation concepts are introduced to the participants of this course through a combination of lectures, individual and group assignments, and class discussions. Role-play negotiation exercises will allow participants to apply insights from the lectures and course literature, and gain some real time experience.

Pre-requisites

Participants are expected to have basic knowledge of organizational behavior, Lectures and course materials will be in English, The course comprises of active classroom discussions

and role plays hence a good command of English is required.100 percentage attendance is desirable as grading is related to class participation.

Session plan

SESSIONS	TOPICS
1.	Introductory Negotiation concepts- Overview of Negotiation -Objectives and Disruptions in Negotiation-Negotiation Planning Elements
2.	Negotiation Strategies and Biases
3.	Problem Solving
4.	Contending ,yielding and compromising
5.	Building trust and relationships
6.	Understanding bias -Cognitive Biases -Social Perceptions Biases- Motivational Bias -Emotional Bias
7.	The Endowment Effect - emotional Intelligence
8.	Processes and Phases of Negotiation Pre-Negotiation -Setting Goals – Negotiation phase _Follow-up -, Avoiding Mistakes in Negotiations
9.	Strategies of Negotiation- -Game theory and Negotiations ions
10. To 12	Distributive Negotiations _integrative Negotiations - Principled Negotiations
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13.	Multi-Party Business Negotiations
14.	Sales negotiations,
15.	Labor Negotiations -salary Negotiations - Negotiating for Yourself
16.	Principals and Agents in Negotiation - Gender in Business Negotiation
17.	Tactics, twist and turns in negotiations
18.	International and Cross Cultural Negotiation - Global Negotiations and Non-Verbal Behaviors - Cultural Dimension Theories to International Business Negotiations
19.	Legal Issues That Arise in International Negotiation
20.	Conflict Resolution
21.	Intra-Organizational Conflict Causes of Organizational Conflict
22.	Mediation- Problem-Solving Mediation - Transformative Mediation
23.	Arbitration and Conciliation
24.	Ethics In negotiation

Evaluation criteria

- I. Class participation-25% (inclusive of case discussions, role plays)
- II. Article Review - 15 % (Two articles has to be reviewed and submitted before 8th and 16th sessions respectively, marks will be awarded only for timely submissions)
- III. Midterm Project- 20 %
- IV. End term examination -40%

Textbooks and other readings

Negotiation : Communication for Diverse Settings ; Michael Spangle and Isenhart: Sage Publications

The Handbook of Negotiation and Culture: Leigh Thompson, Margaret Neale, and Marwan Sinaceur's

Supplementary materials will be in the form articles which will be delivered by Course Instructor