

Academic Year: (2021 / 2022)

Review date: 25-06-2021

Department assigned to the subject: Criminal Law, Procedural Law and History Law Department

Coordinating teacher: SOLETO MUÑOZ, HELENA

Type: Compulsory ECTS Credits : 3.0

Year : 1 Semester : 1

REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

Conflict
Communication

OBJECTIVES**BASIC COMPETENCES**

- Acquiring and understanding knowledge that provide a basis or opportunity to be original in the development and/or implementation of ideas, often in a context of research.
- Knowing how to apply the knowledge acquired and its capacity to resolve problems in new or relatively unknown environments and in wider contexts (or multidisciplinary) related to their area of study.
- Being able to integrate knowledge and to confront the complexity of making judgments from a information that remain incomplete or limited, include reflections on the social and ethical responsibilities linked to the application of their knowledge and judgment.
- Learning how to communicate their findings and knowledge And ultimate reasons that underpin them to specialists and non-specialists in a clear and unambiguous way.
- Acquiring the learning skills that will enable the students to continue studying in a way that will be largely self-directed or autonomous.

GENERAL COMPETENCES

- Learning to identify the conflict, as well as its specialties and its dynamics.
- Making use of the different techniques and tools used in the management and conflict resolution.
- Identifying the concepts and elements used in the various forms of conflict resolution.
- Learning to identify and develop the various phases of the process of negotiation and mediation, as well as the techniques and general tools applied to the same.
- Learning to identify the theoretical elements of the negotiation, as well as the techniques and tools that can be used in the treatment and management of conflicts through technological means.

SPECIFIC COMPETENCES

- Correctly identify and develop collaborative negotiation processes, and identify attitudes and behaviors of the opposing party.
- Selecting the issues that can be addressed and managed through electronic means.
- Recognising the elements used in the negotiation and the negotiating process.
- Management of basic communication skills.
- Acquiring theoretical knowledge of mediation in civil and commercial matters and procedure and general tools applied to this type of mediation.
- Learning concepts used in the different methods that will be analyzed.

DESCRIPTION OF CONTENTS: PROGRAMME**COMMON TOPICS TO THE NEGOTIATION SUBJECTS**

- Negotiation: process and elements
- Communication
- Models of negotiation
- Methods and procedures

SPECIFIC TOPICS

- The negotiation process
- Stages of the negotiation process: techniques and tools appropriate for each of them
- Physical environment

- The distance in negotiation
- Cultural differences in negotiation
- Negotiation and gender
- The three tensions in negotiation
- Difficult negotiations: difficult people and difficult situations
- Negotiation practice: recording of the students, viewing and analysis.

LEARNING ACTIVITIES AND METHODOLOGY

TRAINING ACTIVITIES

- Theoretical classes
- Practical classes
- Individual student work

TEACHING METHODOLOGIES

- Presentations in class with computing and audiovisual media support, which develop the main concepts of the subject and provides the bibliography to complement the learning of the students.
- Role play.
- Viewing and analysis of negotiation recordings.
- Resolution of practical cases, problems, etc. raised by professor individually or in group.
- Presentation and discussion in class, under the moderation of professor of topics related to the content of the matter, as well as case studies.
- Elaboration of works and reports individually or ingroup.
- Critical reading of recommended texts of the subject studied: press articles, reports, manuals and/or academic articles, well for its subsequent discussion in class, either to expand and consolidate the knowledge of the subject.

ASSESSMENT SYSTEM

Individual or group work during the course. Cineforum: 30%
 Practical skills: 70% (recording)

Those students who have not passed the subject in ordinary call, will be summoned to a final exam (100% value) in extraordinary call.

% end-of-term-examination:	70
% of continuous assessment (assignments, laboratory, practicals...):	30

BASIC BIBLIOGRAPHY

- Fisher, R.; William, U. Getting to yes: negotiating agreement without giving in, Penguin, 1992
- Soleto Muñoz, H.; Carretero Morales, E. Mediación y resolución de conflictos : técnicas y ámbitos, Tecnos, 2013
- Soleto Muñoz, H.; Otero Parga, M.; Alzate Sáez de Heredia, R. Mediación y solución de conflictos : habilidades para una necesidad emergente, Tecnos, 2007
- William, U. The power of a positive no: how to say no and still get to yes, Bantam Books, 2007