

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 : 0

## 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 it 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

Online part: presentation of the theoretical material, analysis of practical cases, individual and group practices, individual student work.

Classroom part: seminar with invited speakers, practices, resolution of doubts.

### TEACHING METHODOLOGIES

- Availability of materials (including audiovisual material) through the Aula Global platform in which the main concepts of the subject are developed and the bibliography is provided to complement the students' learning.
- Resolution of practical cases, tasks, etc. raised by the teacher, individually or in a group.
- Exhibition and discussion in the week forum of topics related to the content of the subject proposed by the teacher and moderated by himself
- Development of individual or group work.
- Critical reading of texts recommended by the professor of the subject: Press articles, reports, manuals and / or academic articles, either for later discussion or reflection, or to broaden and consolidate the knowledge of the subject

## ASSESSMENT SYSTEM

### ORDINARY

- Active participation and interest classes and activities: 30%
- Practice: 20%
- Objective tests 30%
- Practical exercise or role play: 20%

The percentage corresponding to the final exam will be done in person by exam, exercise or work as appropriate to each subject.

### EXTRAORDINARY

- Objective tests 100%

In any case, the absence in the in-class phase of the Master impedes obtaining of the title.

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

## BASIC BIBLIOGRAPHY

- Fisher, R.; William, U. Getting to yes: negotiating agreement without giving in , Penguin, 1992
- Soletto Muñoz, H.; Carretero Morales, E. Mediación y resolución de conflictos : técnicas y ámbitos , Tecnos, 2013
- Soletto 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