

Academic Year: ( 2023 / 2024 )

Review date: 19/05/2023 21:14:09

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

The objective of the subject is to provide knowledge on general techniques and tools applied to negotiation. It allows the identification and correct development of collaborative negotiation processes, and the identification of attitudes and behaviors of the opposing party. It also addresses the management of basic communication skills and difficult situations in negotiation.

## 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
- Assessment test

### 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/debate 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

<b>% end-of-term-examination/test:</b>	0
<b>% of continuous assessment (assignments, laboratory, practicals...):</b>	100
<ul style="list-style-type: none"> <li>- Class participation: 40%</li> <li>- Individual or group work done during the course: 40%</li> <li>- Evaluation of practical skills: 20%</li> </ul>	

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

#### 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