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|  | **GDYNIA MARITIME UNIVERSITY**  **Management and Quality Science** | https://umg.edu.pl/sites/default/files/zalaczniki/wznj-02_0.png |

**SYLLABUS**

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| Code |  | Course | In English | **BUSINESS  NEGOTIATIONS** |
| In Polish | **NEGOCJACJE  W BIZNESIE** |

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| Field of study | **Management** |
| Specialitzation | **All specialization** |
| Level | **bachelor** |
| Form | **Full-time** |
| Profile | **general academic** |
| Status of the course | **obligatory** |
| Rigor | **pass a subject** |

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| **Semester of studies** | **ECTS** | **Number of hours per week** | | | | **Number of hours per semester** | | | |
| **Lec** | **C** | **Lab** | **P** | **Lec** | **C** | **Lab** | **P** |
| III | 2 |  |  |  |  | 15 |  |  |  |
| **Total number of hours** | | | | | | **15** | | | |

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| **Prerequisites for knowledge, skills and other competencies** |
| No entry requirements. |

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| **Objectives of the course** |
| Developing managerial competences focused on negotiations and customer contact.  Acquiring basic knowledge of negotiation rules and techniques. The techniques learned in the module are used  by sellers, sales specialists, intermediaries, agents and salespeople. |

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| **Learning outcomes for the course (EKP)** | | |
| **Symbol EKP** | **After completing the course the student is able to:** | **Reference to the learning outcomes for the field of study** |
| EKP\_1 | knows how individual differences translate into interpersonal communication in and between organizations. | NK\_W02 |
| EKP\_2 | selects and uses the optimal negotiation style. | NK\_U01 |
| EKP\_3 | understands the differences between interests and positions in negotiations. | NK\_W05 |
| EKP\_4 | defines the negotiation process and identifies its elements. | NK\_K03 |

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| **Course content** | **Number of hours** | | | | **References to EKP** |
| **Lec** | **C** | **Lab** | **P** |
| Negotiations and communication - introduction. | 2 |  |  |  | EKP\_1, EKP\_4 |
| Conflict and interdependence. Harvard negotiations - rules and techniques. BATNA. | 2 |  |  |  | EKP\_1, EKP\_3, EKP\_4 |
| Features of an effective negotiator. | 4 |  |  |  | EKP\_1, EKP\_2, EKP\_3 |
| Aspects of communication in negotiations. Stages of negotiation. | 1 |  |  |  | EKP\_2, EKP\_3 |
| Preparation for talks. Individual negotiation styles and strategies. Rules of persuasion. | 2 |  |  |  | EKP\_1, EKP\_2 |
| Argumentation techniques. Influence. Negotiations with difficult partners - emotion management techniques. | 3 |  |  |  | EKP\_1, EKP\_2, EKP\_3, EKP\_4 |
| Simulations of negotiation situations. | 1 |  |  |  | EKP\_1, EKP\_2, EKP\_3, EKP\_4 |
|  | **15** |  |  |  |  |

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| **Methods of verification of learning outcomes for the course** | | | | | | | | | |
| **Symbol EKP** | **Test** | **Oral exam** | **Written exam** | **Written assessment** | **Report** | **Project** | **Presentation** | **Practical assessment** | **Other** |
| EKP\_1 | X |  |  |  |  |  |  | X |  |
| EKP\_2 | X |  |  |  |  |  |  | X |  |
| EKP\_3 | X |  |  |  |  |  |  | X |  |
| EKP\_4 | X |  |  |  |  |  |  | X |  |

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| **Criteria for passing** |
| Active participation in the classes - completion of at least 50% of the practical exercises and passing the test with  a minimum of 50%. |

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| **Student workload** | | | | | |
| **Form of activity** | **Estimated number of hours to complete  the activity** | | | | |
| **Lec** | **C** | **Lab** | | **P** |
| Contact hours | 15 |  |  | |  |
| Reading literature | 10 |  |  | |  |
| Preparation for practical, laboratory and project classes | 12 |  |  | |  |
| Preparation for application, passing tests | 10 |  |  | |  |
| Preparation of project documentation/report | 10 |  |  | |  |
| Participation in tests and exams | 2 |  |  | |  |
| Participation in consultations | 1 |  |  | |  |
| **Total hours** | **60** |  |  | |  |
| **Total number of hours for the subject** | **60** | | | | |
| **Total number of ECTS points for the course** | **2** | | | | |
|  | **Number of hours** | | | **ECTS** | |
| Student workload associated with practical activities | 60 | | | 1 | |
| Student workload for classes which require the presence of teachers  and students | 18 | | | 1 | |

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| **Basic literature** |
| Camp J., *Start with no… The negotiation Tools that the Pros Don’t Want You to Know*, Crown Currency, 2002  Cialdini R., *Influence. Science and practise*, Pearson, 2009  Nęcki Z: *Negotiations in business*, Wydawnictwo Profesjonalnej Szkoły Biznesu, Kraków 1991 |
| **Additional literature** |
| Berne E., *What do people play?*, PWN, Warsaw 1987  Fisher R., Shapiro D., *Emotions in negotiations*, J. Santorski & Co Agencja Wydawnicza, Warsaw 2009  Kahneman D., *Thinking, Fast and Slow*, Amazon, 2012  Kennedy G., *Everything can be negotiated*, Warsaw 1998  Sambor W. et al., *Business negotiation scenarios, skills training*, Poltex, Warsaw 2013 |

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| **Person responsible for the course** | |
| dr Agnieszka Czarnecka | ZZE |
| **Other persons engaged in the course** | |
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