

28521 - Conflict Management and Negotiation Techniques

Información del Plan Docente

Academic Year	2016/17
Academic center	108 - Facultad de Ciencias Sociales y del Trabajo
Degree	428 - Degree in Labour Relations and Human Resources
ECTS	6.0
Course	3
Period	First semester
Subject Type	Compulsory
Module	---

1.Basic info

1.1.Recommendations to take this course

1.2.Activities and key dates for the course

2.Initiation

2.1.Learning outcomes that define the subject

2.2.Introduction

3.Context and competences

3.1.Goals

3.2.Context and meaning of the subject in the degree

3.3.Competences

3.4.Importance of learning outcomes

4.Evaluation

5.Activities and resources

5.1.General methodological presentation

5.2.Learning activities

5.3.Program

The program of this subject is structured around the following teaching units:

- The conflict in organizations.
- Types of conflicts.
- Management of the conflict.

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- Nature and characteristics of the negotiation.
- The negotiation process.
- Styles of negotiation.
- Strategies and tactics in the negotiation process.
- Techniques of negotiation.

Through these contents / students will have tools that will enable compression of social and labor world and, in particular, conflict management and negotiation.

5.4.Planning and scheduling

5.5.Bibliography and recommended resources