



**JAIPURIA INSTITUTE OF MANAGEMENT
PGDM; TRIMESTER VI; ACADEMIC YEAR 2019-20**

Course Code and title	NS301 (Negotiation Skills)
Credits	3
Term and Year	VI Term, 2019 -20
Course Pre-requisite(s)	Basic communication skills
Course Requirement(s)	Intermediate English level
Course Schedule (day and time of class)	As notified in time table
Classroom # (Location)	
Course Instructor	Dr. Shalini Verma
Course Instructor Email	shalini.verma@jaipuria.ac.in
Course Instructor Phone (Office)	0120 - 4638375
Student Consultation Hours	Monday to Friday 3.00 to 4.30
Office location	Faculty Area, 1st Floor

1. Course Overview

Steering successful social exchanges is perhaps never more important than in negotiation situations. In fact, negotiations are a particular kind of social interactions that determines which parties are able to get their interests and goals achieved and which remain dissatisfied. Negotiations are something which happen every day – with friends, co-workers, customers, vendors, competitors, even with close family members. Some negotiations may be insignificant in nature such as what movie to watch with friends or who will do the cooking tonight; while others may involve large stakes such as what price should a deal be closed or what policy provisions to be implemented or dropped. The course is designed to develop the requisite analytical and communication skills required for orchestrating successful negotiations. It will develop the understanding of the principles, strategies, and tactics of effective negotiation and professional relationship management.

The course pedagogy would be a combination of providing theoretical foundation of leading theories of negotiation scholars and highly interactive class discussions, assigned readings, group discussions, simulations and other creative exercises. Students will be required to work with the other class mates in and outside of class to plan group negotiations.

2. Course Learning Outcomes (CLOs):

At the end of the course, the students should be able to:

CLO1: Recognize basic principles of negotiation and the need to negotiate in a sustainable manner. (K)

CLO2: Identify different stages of negotiations; appreciate and explain the importance of pre-negotiation and post-negotiation phases (K)

CLO3: Acquire the intellectual ability to work with people whose backgrounds, expectations and values are different from yours (S)

CLO4: Develop confidence in proposing appropriate negotiation strategies as effective means of conflict resolution (A)

3. Mappings

Mapping of CLOs with GAs

	GA 1	GA 2	GA 3	GA 4	GA 5	GA 6	GA 7	GA 8
	Self-initiative	Deep discipline knowledge	Critical thinking & Problem solving	Humility, Team-Building and Leadership Skills	Open and Clear Communication	Global outlook	Ethical competency & sustainable mindset	Entrepreneurial and innovative
CLO 1		X						
CLO 2		X						
CLO 3			X		X	X		
CLO 4					X			
Total		2	1		2	1		

Mapping of CLOs with PLOs

	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8
CLO 1								
CLO 2			X					
CLO 3			X					
CLO 4								X
Total			2					1

4. Books & References:

Recommended Text Book

Rai H. (2017). *Negotiation*. McGraw Hill Education, First edition, ISBN: 978-93-87067-97-4

Additional Study Materials

Indigenous Cases to be provided by the Course Instructor

5. Assessment Tasks

Assessment Component	Description	Weightage	CLOs
Class Participation	Involvement in various class discussions, forums, exercises, role plays, cases, etc.	30	1, 2, 3
Final Report & Presentations (In lieu of End Term Exam)	<ul style="list-style-type: none">Group research on a particular negotiation situation and submit a written report on LMS after plagiarism checkMake a Formal Presentation on the Negotiation Cases allotted	70	1-4

Assessment Task 1:

1. Assessment Details: Active participation of all students in the in-class activities entailing deliberations initiated in the Moodle discussion forums.
2. Criteria used to grade task: (1) Active involvement (2) Constructive comments (3) Learnability, (4) Team Work
3. Task Assessor: Internal Faculty
4. Suggested time to devote to this task: Concurrent
5. Submission details: All submission of documents/ Soft copy to be uploaded on LMS
6. Feedback and return of work: IN-class & on the spot

Assessment Task 2:

Summative Assessment: Evidence of Preparation & Power Point Presentations

- 1) Assessment Details: The students are to prepare Power Point Presentations on mutually agreed mutually agreed Negotiation Cases in across sectors and industries
- 2) Criteria used to grade this task: Clarity of Content (in terms of Negotiation Theories), Use of AV, Organization, Body Language, Depth of Points Covered, Defense of Evidence
- 3) Task Assessor: Internal Faculty

- 4) Suggested time to devote to this task: Beyond 24th Session with End Term of other courses.
- 5) Submission details: Evidence of Preparation and copy of Power Point Presentations.
- 6) Feedback and return of work: Intensive Feedback shall be given by Peers & Faculty Members. The student is expected to use the feedback for the future assignments.

6. Time budgeting in course planning:

Please note that while assigning activities and planning teaching schedules following table may be of help. The weightage of items in the table is prescriptive and may vary according to course requirement. Yet it is indicative of how student time per course can be budgeted:

Activity	Description	Time Budgeted
Classes	2-3 hours per week for 12 weeks	30 hours
Reading	Prescribed readings and making notes	30 hours
Planning & executing group activity	group exercise	15 hours
Preparation of assignment	Reading and writing	15 hours
Study and revision for quiz and end of Trimester examination	Self-preparations	15 hours
TOTAL		105 hours

7. Session Plan

Session No.	Topic/ Sub Topic	Reading Reference	Pedagogy	Session Learning Outcomes	CLO
Module 1 : Introduction					
1	Introduction	Ch 1 (Textbook)	Lecture	Fundamentals of negotiation	1
2	Nature of Negotiations Conflict management	Ch 1 (Textbook)	Discussions	Characteristics of negotiation	1
3	Distributive Strategies and negotiation tactics	Ch 2 (Textbook) Ch 3 (Thompson)	Lecture and discussion	Negotiation tactics	1,2
4	Integrative strategies and negotiation tactics	Ch 3 (Textbook) Ch 4 (Thompson)	Lecture and discussion	Negotiation tactics	1,2
5	Negotiation tactics and counter tactics	Ch 2,3 (Textbook)	Exercise	Negotiation tactics	1,2
6 - 7	Negotiation: Strategy and Planning	Ch 4 (Textbook)	Lecture and discussion Quiz 1	Strategic planning of negotiation : Stages and phases	1,2

8	<ul style="list-style-type: none"> • Implementing a collaborative strategy • Solving joint problems to create value • Communication in negotiation 	Ch 6 (Textbook)	Classroom discussions	Communication Style during negotiations	1,2
9	Types and styles of negotiation	Ch 3 (Rai)	Discussions		2
Module 2 : Negotiation Sub-processes					
10	Perceptions, cognition and emotion <ul style="list-style-type: none"> • The negotiator's frame • Emotions in Negotiation • Sources of Power 	Ch 5,7 & 9 (Textbook) Ch 5,6 (Thompson)	Lecture	Understanding of negotiation subprocesses	2,3
11	Ethics in Negotiation	Ch 9 (Textbook) Ch 6 (Thompson)	Classroom discussions	Ethical Quandaries	2,3
Module 3 : Negotiation Contexts					
12	<ul style="list-style-type: none"> • Elements of managing negotiations within relationships • Reputation, trust and Justice 	Ch 10, 11 & 12 (Textbook) Ch 9 (Thompson)	Classroom discussions	Contextual reference of negotiations	3, 4
13	<ul style="list-style-type: none"> • Coalitions • Negotiating parties and teams 	Ch 12 & 13 (Textbook)	Classroom discussions	Multiparty Negotiations	3
Module 4 : Managing individual differences					
14	Individual differences in negotiation – Gender, Emotional Intelligence and qualities of master negotiators	Ch 14 (Textbook)	Lecture Case Quiz 2	Individual differences	3
15	Dealing with hardball tactics <ul style="list-style-type: none"> • Negotiating with those with more power • Successful closing strategies 	Ch 2, 14 & 18 (Textbook)	Role Play/ Exercises	Successful closure of negotiation	3,4
Module 5 : Cultural context in negotiations					
16	International negotiations	Ch 16 (Textbook)	Lecture	International negotiations	3,4

17	Influence of culture on negotiation	Ch 16 (Textbook) Ch 10 (Thompson)	Discussions Case	Cross-cultural negotiations	
Module 6 :Resolving Differences					
18	Resolving Impasse in negotiations	Ch 17 (Textbook)	Lecture Case discussions	Overcoming barriers	2
19	Managing Difficult Negotiations	Ch 18 (Textbook)	Lecture Case discussions	Handling difficult conversations	3,4
20	Third-party approaches to negotiation	Ch 19 (Textbook)	Quiz 3	Third party interventions	4
21	Best practices in negotiations	Ch 20 (Textbook)	Classroom discussions		4
22- 23	Group presentations, role-plays, videos, etc.				2,3
24.	Review				1 - 4

8. List of Graduate Attributes (GAs) and Programme Learning Outcomes (PLOs)

Graduate Attributes (GAs)

GA 1: Self-initiative

GA 2: Deep Discipline knowledge

GA 3: Critical Thinking and Problem Solving

GA 4: Humanity, Team-Building and Leadership Skills

GA 5: Open and Clear Communication

GA 6: Global Outlook

GA 7: Ethical Competency and Sustainable Mindset

GA 8: Entrepreneurial and Innovative

Programme Learning Outcomes (PLOs)

The graduates of PGDM at the end of the programme will be able to:

PLO 1: Communicate effectively and display inter-personal skills

PLO 2: Demonstrate Leadership and Teamwork towards achievement of organizational goals

PLO 3: Apply relevant conceptual frameworks for effective decision-making

PLO 4: Develop an entrepreneurial mind set for optimal business solutions

PLO 5: Evaluate the relationship between business environment and organizations

PLO 6: Demonstrate sustainable and ethical business practices

PLO 7: Leverage technologies for business decisions

PLO 8: Demonstrate capability as an Independent learner

9. Instructions

Academic Conduct

Students will be expected to maintain a daily log of their learning and make an action plan. The continuous evaluation tools would be implemented as per schedule and collected for evaluation. Students are encouraged to visit videos available on Impartus, you tube on TED talks, and readings available at websites like course era, etc.

Institute's Policy Statements

It is the responsibility of every student to be aware of the requirements for this course, and understand the specific details included in this document. It is emphasized that this course requires a significant commitment outside of formal class contact. The learning tasks in this course may include classes (lectures or seminars), required reading, preparation of answers to set questions, exercises and problems, and self-study. In addition, students may be required to complete an assignment, test or examination.

LMS-Moodle/Impartus

LMS-Moodle/Impartus is used to host course resources for all courses. Students can download lectures, additional reading materials, and tutorial notes to support class participation.

Late Submission

Assessment tasks submitted after the due date, without prior approval/arrangement, will be not be accepted. Requests for extension of time must be made with the faculty member concerned and based on Special Consideration guidelines.

Plagiarism:

Plagiarism is looked at as the presentation of the expressed thought or work of another person as though it is one's own without properly acknowledging that person.

Cases of plagiarism will be dealt with according to Plagiarism Policy of the institute. It is advisable that students should read the Student Handbook for detailed guidelines. It is also advisable that students must not allow other students to copy their work and must take care to safeguard against this happening. In cases of copying, normally all students involved will be penalized equally; an exception will be if the students can demonstrate that the work is their own and they took reasonable care to safeguard against copying.
