VNIVERSITAT DE VALÈNCIA

Course Guide
33572 Conflict and negotiation techniques

COURSE DATA

Data Subject	
Code	33572
Name	Conflict and negotiation techniques
Cycle	Grade
ECTS Credits	6.0
Academic year	2024 - 2025

Study (s)

Degree	Center	Acad. year	Period
1309 - Degree in Labour Relations and Human Resources	Faculty of Social Sciences	2	Second term

Subject-matter

Degree	Subject-matter	Character
1309 - Degree in Labour Relations and Human Resources	15 - Organisational behaviour and conflict management	Obligatory

Coordination

Name	Department
GONZALEZ NAVARRO, PILAR	306 - Social Psychology
LLINARES INSA, LUCIA INMACULADA	306 - Social Psychology

SUMMARY

The course Conflict and negotiation skills is located in the second year and secondsemester in the degree in Labor Relations and Human Resources. This subject matteris embedded in organizational behavior and conflict management module of work organization, business and human resource management, with 6 compulsory ECT.Furthermore, it is recommended as a prerequisite that the subjects have completedWork Psychology and Organizational Behavior taught in the first year of the degree. The continuity of this subject is linked to Route B of Human Resources.

With the subject Conflict and Negotiation Techniques examines the theoretical contentthat will identify and analyze conflict situations that occur in work environments as well asits resolution through negotiation. The study of the negotiation process will know, learnand practice the skills needed within each phase. Another aim is to develop social skillsfor coping with interpersonal relationships successfully in situations of

conflict andnegotiation in the workplace.

PREVIOUS KNOWLEDGE

Relationship to other subjects of the same degree

There are no specified enrollment restrictions with other subjects of the curriculum.

Other requirements

It is recommended that you have taken the course of Work Psychology

COMPETENCES (RD 1393/2007) // LEARNING OUTCOMES (RD 822/2021)

1309 - Degree in Labour Relations and Human Resources

- Students must have acquired knowledge and understanding in a specific field of study, on the basis of general secondary education and at a level that includes mainly knowledge drawn from advanced textbooks, but also some cutting-edge knowledge in their field of study.
- Students must be able to apply their knowledge to their work or vocation in a professional manner and have acquired the competences required for the preparation and defence of arguments and for problem solving in their field of study.
- Students must have the ability to gather and interpret relevant data (usually in their field of study) to make judgements that take relevant social, scientific or ethical issues into consideration.
- Students must be able to communicate information, ideas, problems and solutions to both expert and lay audiences.
- Students must have developed the learning skills needed to undertake further study with a high degree of autonomy.
- Be able to learn independently and develop initiative and entrepreneurship.
- Be able to organise and plan.
- Be able to manage information and to write and formalise reports and documents.
- Be able to analyse, synthesise and reason critically.
- Be able to solve problems, apply knowledge to practice and develop motivation for quality.
- Be able to communicate orally and in writing.
- Be able to use new information and communication technologies.
- Be able to work in a team.
- Respect and promote the principles of fundamental rights, gender equality, equal opportunities and non-discrimination, democratic values and sustainability.

- Know and apply the principles of the professional code of ethics.
- Know and understand the social processes that structure work and production relations.
- Know and be able to analyse the psychological factors that determine work behaviour.
- Be able to interrelate the knowledge from the different academic disciplines that analyse the work environment.
- Analyse and evaluate the factors that determine inequalities in the world of work.
- Be able to select and manage social and labour information and documentation.
- Be able to lead working groups in the area of labour relations and human resources.
- Have skills for mediation in and management of organisational conflict.
- Be able to apply motivational techniques and to improve the work environment.

LEARNING OUTCOMES (RD 1393/2007) // NO CONTENT (RD 822/2021)

-Knowledge of the theoretical contents that identify and analyze the conflict and their positive management through negotiation.
- Manage conflict situations professional in action from the theoretical knowledge developed in the field.
- Being socially competent interpersonal processes of negotiating themselves.
-Have the ability to transfer academic knowledge to different real situations.
- Appropriate use of negotiation in the effective management of conflicts.
-Domain techniques and trading strategies that enable it to successfully manage a process of conflict.

- Self-development of basic and general skills

DESCRIPTION OF CONTENTS

1. THE CONFLICT IN THE FRAMEWORK OF INDUSTRIAL RELATIONS

-The conflict in work settings, types of conflict.
-Conflict management

2. NEGOTIATION IN BUSINESS ENVIRONMENTS

Planning the negotiation
The negotiation process
Negotiation Styles
Strategies and tactics of negotiation

3. POWER IN THE PROCESS OF CONFLICT AND NEGOTIATION

Conceptual delimitation
Types of power
Electrical power in the negotiation process
Processes of influence
Tactics to power

4. CHARACTERISTICS OF BUSINESS AND INTERACTION BETWEEN CONFLICTING PARTIES

Perception and cognition in conflict and negotiation
The emotions and aggression in the negotiation
Persuasive negotiator
Attracting business personnel

5. COMMUNICATION IN NEGOTIATION

Communication process in the negotiation
verbal and nonverbal communication
Errors in communication
Tools for Effective Communication

WORKLOAD

ACTIVITY	Hours	% To be attended
Theoretical and practical classes	60,00	100
Attendance at events and external activities	0,00	0
Development of group work	15,00	0
Development of individual work	5,00	0
Study and independent work	10,00	0
Readings supplementary material	10,00	0
Preparation of evaluation activities	20,00	0
Preparing lectures	10,00	0
Preparation of practical classes and problem	10,00	0
Resolution of case studies	10,00	0
Resolution of online questionnaires	0,00	0
TOTAL	**150,00**	

TEACHING METHODOLOGY

Lectures. Be made using the method of participatory lecture to present the contents ofthe subject. For this, each session will begin with an outline of the content that will be addressed and finalized by highlighting the most important aspects covered. Will enhance the participatory involvement of students.
Practical classes. Operational activities are intended to
apply to real or fictitious casesthe concepts presented in lectures and develop the ability to work together.

Scheduled individual counseling sessions and / or group for proper monitoring of training activities.

The individual and group work will be presented as scheduled in the form of reports thatfollow the models for this purpose will be available in the virtual classroom.

It will be necessary to use the virtual classroom. The address access to this platform isas follows: http://aulavirtual.es

EVALUATION

The assessment of learning this theory - practice will be held from the following tests:

Activities	**Note**
Analysis and reflection activities	…….30%
Theoretical content review	40%
Assistance and reporting practices	30%

The total note will ensue from the sumatorio of three previous activities always and when there has been obtained a punctuation equal or superior to 50 % of the value of each one of them.

REFERENCES

Basic

- Baron, Robert A. y Byrne, Donn (2005). Psicología Social. Madrid: Pearson Educacion
- González, Pilar; Llinares, Lucía Inmaculada y Zurriaga, Rosario (2012). Gestión positiva del conflicto organizacional. Síntesis.
- González-navarro, Pilar y Llinares-Insa, Lucía Inmaculada (2024). Aprende a negociar. Pasos para una negociación eficaz. PUV.
- Kennedy, Gavin; Benson, John y McMillan John (1990). Cómo negociar con éxito. Deusto
- Llinares, Lucía Inmaculada y González, Pilar (2024). El conflicto en las relaciones laborales. PUV.
- Ovejero Anastasio (2004) Técnicas de negociación. Cómo negociar eficaz y exitosamente. McGrawHill.
- Material elaborado por profesores. Disponible en aula virtual.
  En el caso de producirse un cambio en la bibliografía básica de la asignatura, ésta se indicará en la plataforma virtual de la UV (moodle.uv.es). En este caso, la bibliografía básica será notificada en el momento que se produzca dicho cambio a lo largo del curso