

**COURSE DATA****Data Subject**

Code	35144
Name	Leadership styles and negotiation techniques
Cycle	Grade
ECTS Credits	4.5
Academic year	2023 - 2024

Study (s)

Degree	Center	Acad. year	Period
1317 - Degree in Tourism	Faculty of Economics	4	First term

Subject-matter

Degree	Subject-matter	Character
1317 - Degree in Tourism	31 - Social psychology II	Optional

Coordination

Name	Department
BONAVIA MARTIN, TOMAS	306 - Social Psychology

SUMMARY

The course "Leadership Styles and negotiation techniques" offers students an overview of the exercise of leadership and negotiation skills within organizations from a psychosocial approach. The knowledge and skills acquired will enable the student to a better understanding of the exercise of leadership, developing their skills in conflict management processes and their participation in negotiation processes in tourist organizations.

PREVIOUS KNOWLEDGE**Relationship to other subjects of the same degree**

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



Other requirements

No prior knowledge is required to take this course

OUTCOMES

1317 - Degree in Tourism

- 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.
- Be able to apply knowledge to work in a professional manner and have competences for preparing and defending arguments and for solving problems within the 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.
- Understand the principles of tourism: its spatial, social, cultural, political, labour and economic dimensions.
- Understand the dynamic and evolving nature of tourism and of the new leisure society.
- Have communication skills.
- Plan and manage the human resources of tourism organisations.

LEARNING OUTCOMES

- Understand the principles and psychosocial and socio-environmental dimensions of tourism.
- Understand the dynamic nature of tourism and psychosocial processes involved (social influence, social perception, attribution and social attitudes).
- Knowledge to handle interpersonal communication skills.
- Ability to identify basic dimensions on RR.HH management in tourism organizations (working group and teamwork, negotiating processes or resolving conflicts).
- Analysis and identification of interpersonal and intergroup relations.
- Knowledge and application of techniques and social skills groups.



- Knowledge of group management and leadership styles.

DESCRIPTION OF CONTENTS

1. Leadership and management in organizations

- 1.1 Definition
- 1.2 Leadership and direction
- 1.3 Leadership styles: theoretical approaches
 - 1.3.1 Leadership as behavior
 - 1.3.2 The contingent leadership
 - 1.3.3 Transformational and charismatic leadership

2. Leadership skills and team management

- 2.1 Roles and competences of the leader
- 2.2 Leadership and teamwork
- 2.3 Leadership and team development

3. Leadership and emotional management

- 3.1 Introduction to the concept of emotional intelligence
- 3.2 Leadership and emotional intelligence
- 3.3 Leadership and conflict management

4. Conflict and negotiation in organizations

- 4.1 Conceptual delimitation
- 4.2 Conflict management
- 4.3 Negotiation and conflict resolution process

5. Design and planning of a negotiation process

- 5.1 Conceptual aspects of negotiations
- 5.2 Strategies and tactics of negotiation
- 5.3 Preparation of a negotiation
- 5.4 Development of a negotiation

**WORKLOAD**

ACTIVITY	Hours	% To be attended
Theory classes	30,00	100
Classroom practices	15,00	100
Preparation of evaluation activities	20,00	0
Preparing lectures	7,00	0
Preparation of practical classes and problem	40,00	0
TOTAL	112,00	

TEACHING METHODOLOGY

The purpose of teaching is to implement a theoretical and practical learning of the subject, providing students with the basic content so that they can learn in depth the proposed topics.

To do this, during classes different learning perspectives are used such as: master classes, cooperative and significant learning, learning management sources, practical activities and learning research.

EVALUATION

The evaluation is based on two elements:

- A compulsory exam of multiple choice test (70% of the final grade) dealing with the topics included in the program, in which the wrong answers will be penalized. It is required to pass the course to obtain a minimum of 3 points out of 7 possible in this section.
- A compulsory labor (30% of the final grade) in which the student must integrate the various contents covered in the course.

Additional guidelines:

- If advance examination session, the assessment will consist of the same elements and weights indicated above.
- Anti-plagiarism appropriate measures based on the means provided by our University will be taken.
- The qualification of this course is subject to the provisions of the General Regulations of the University of Valencia. Likewise, consultation and appeal of the qualification obtained is subject to the provisions of Regulation about review of the system of examinations.



REFERENCES

Basic

- Goleman, D. (2000). La práctica de la inteligencia emocional. Barcelona: Kairós.
- González, P., Llinares, L. y Zurriaga, R. (2012). Gestión positiva del conflicto. Madrid: Síntesis.
- Hayes, N. (2002). Dirección de equipos de trabajo. Madrid: Thomson.
- Kennedy, G., Benson, J. y McMillan, J. (1990). Cómo negociar con éxito. Bilbao: Deusto.
- Kinicki, A. y Kreitner, R. (2003). Comportamiento organizacional: conceptos, problemas y prácticas (capítulo 14, pp. 348-365). México: McGraw-Hill.
- Munduate, L. y Medina, F. J. (2005). Gestión del conflicto, negociación y mediación. Madrid: Pirámide.

Additional

- Alcover de la Hera, C. M., Martínez Íñigo, D., Rodríguez Mazo, F. y Domínguez Bilbao, R. (2004). Gestión del conflicto. En Alcover de la Hera, C. M., Martínez Íñigo, D., Rodríguez Mazo, F. y Domínguez Bilbao, R. (eds). Introducción a la psicología del trabajo (pp. 419-452). Madrid: McGraw-Hill.
- Álvarez de Mon, S., Cardona, P., Chinchilla, N. y Pin-Arboledas, J. M. (2001). Paradigmas del liderazgo: claves de la dirección de personas. Madrid: McGraw-Hill.
- De Manuel, y Martínez-Vilanova, R. (2001). Técnicas de negociación: un método práctico. Madrid: ESIC.
- Goleman, D., Boyatzis, R. y McKee, A. (2003). El líder resonante crea más. Barcelona: De Bolsillo.
- Munduate, L. y Martínez, J. M. (1994). Conflicto y negociación. Madrid: Eudema.
- Munduate, L., Martínez, R., Medina, F. J. y Butts, Th. (2008). Manual para la mediación laboral. Sevilla: Consejo Andaluz de Relaciones Laborales.
- Ovejero, A. (2004). Técnicas de negociación: cómo negociar eficaz y exitosamente. Madrid: McGrawHill.
- Peiró, J. M. (1995). Psicología de la Organización (vol. I y II). Madrid: UNED.