



The Hebrew University of Jerusalem

Syllabus

Negotiation and Conflict Resolution Skills - 61059

Last update 10-11-2019

HU Credits: 2

Degree/Cycle: 2nd degree (Master)

Responsible Department: Criminology

Academic year: 0

Semester: 2nd Semester

Teaching Languages: Hebrew

Campus: Mt. Scopus

Course/Module Coordinator: Dr. Tsfira Grebelsky-Lichtman

Coordinator Email: Grbelsky@netvision.net.il

Coordinator Office Hours: Monday 12:00-13:00

Teaching Staff:

Prof Tsfira Grebelsky

Course/Module description:

The course deals with effective negotiation models, extended analysis of the principles of collaborative negotiation, tools for systematic management of the negotiation process, effective interpersonal communication, coping with objections and the use of language as a strategy. Verbal and non-verbal communication techniques, effective body language including signs of truth and falsehood and building trust in the negotiation process. In addition, emphasis will be placed on conflict resolution, the ability to produce consent and cooperation. The course emphasizes creativity as a key element in negotiation and conflict management for both parties, and as a tool for building integrative, optimal conflict resolution.

Course/Module aims:

The course is designed to familiarize students with the key principles and strategies of optimal negotiation. The aim is to provide theoretical understanding alongside developing concrete skills for effective negotiation and conflict resolution.

Learning outcomes - On successful completion of this module, students should be able to:

The student will evaluate, interpret and critically assess the key strategies of effective communication as a tool for conflict resolution and negotiation. The student will develop theoretical understanding alongside developing concrete conflict resolution and effective negotiation skills.

Attendance requirements(%):

80%

Teaching arrangement and method of instruction: With the aim of providing students with communicative skills for resolving conflict and managing negotiations effectively, the theoretical tools will also be studied and practiced. Therefore, in addition to the frontal lectures, simulation exercises will be integrated in which the students will experience varied business, political and interpersonal negotiation situations and creative alternatives for conflict resolution.

Course/Module Content:

1. Introduction to Negotiations:
-Analyze negotiation definitions, the importance of negotiation for conflict management.

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- The development of negotiation theory.
 - Basic concepts in negotiation and mapping of negotiation types
2. Negotiation Strategies:
 - Competitive negotiation - characteristics and results.
 - Collaborative Negotiations - Properties and Outcomes
 3. Personal Styles to Negotiate:
 - The dual interest model - five personal negotiation styles.
 - The difference between compromise and integrative negotiation
 4. Introduction to Negotiations:
 - Analyze negotiation definitions, the importance of negotiation for managers.
 - The development of negotiation theory.
 - Basic concepts in negotiation and mapping of negotiation types.
 5. Negotiation Strategies:
 - Competitive negotiation - characteristics and results.
 - Collaborative Negotiations - Properties and Outcomes.
 6. Personal Styles to Negotiate:
 - The dual interest model - five personal negotiation styles.
 - The difference between compromise and integrative negotiation
 7. The Integrative Concept:
 - How effective are we in negotiating? Why do we tend to negotiate competitively?
 - A negotiating model based on principles.
 8. Distinction of interests and positions:
 - The glacier model for differentiating between interests and positions, discovering and analyzing the interests of the parties to the negotiations, reviewing the typology of interests.
 9. Preparation for negotiations:
 - Preparing objective criteria.
 - Building an alternative to the BATNA negotiation, its importance, how to strengthen it and when to launch it.
 10. Cognitive Bias in Negotiations:
 - Review of common cognitive perceptions and biases in negotiation.
 - How to overcome cognitive biases in negotiations?
 11. Maximize Negotiation Potential:
 - Nash equilibrium and detail optimum.
 - Barriers, fixations and patterns of thinking that impede creative thinking.
 - Reviewing creative strategies for building mutual profit options
 12. Separating people from the problem:
 - Gaps in perception of reality and failures in interpersonal communication.
 - The rational aspect, and the emotional aspect of the negotiations.
 13. Flooding information through active listening:
 - Principles and techniques for conducting active listening, and for flooding information in negotiations.
 - Question typology
 14. Managing the negotiation process:
 - Systematic management of the three-stage negotiation process. Introduce effective language techniques to manage the various negotiation stages.

-Integration of the assemblage, and test preparation

Required Reading:

Fisher, R., Ury, W. L., & Patton, B. (2011). *Getting to yes: Negotiating agreement without giving in*. Penguin.

Thompson and Leonardelli (2004). *The Big Bang: The evolution of negotiation research*. *Academy of Management Executive*, 18, 113-117.

The Mind and Heart of the Negotiator. Thompson, L. (2001).

Chapter 4: *Win-Win Negotiation, Expanding the Pie* (p. 49-67).

Negotiation. Lewicki, R. J., Saunders, D. M., & Minton, J. W. (1999).

Chapter 4: *Refocusing Questions to Reveal Win-Win Options* (p. 129).

Rogers and Roethlisberger (1991). *Barriers and Gateways to Communication*.

Harvard Business Review, Nov-Dec, 105-111.

Getting Past No: Negotiating your way from Confrontation to Cooperation. Ury, W. (1991) Chapter 2: *Don't Argue: Step to Their Side* (p. 52-75).

Additional Reading Material:

1. Lewicki, R. J., Saunders, D. M., & Minton, J. W. (1999 - Third addition). *Negotiation*. Boston MA: Irwin/McGraw-Hill

2. Fisher, R., Ury, W. & Patton, B (1991). *Getting to yes: Negotiating agreements without giving in*. Boston, MA: Houghton Mifflin.

3. Stone, D., Patton, B., Heen, S., & Fisher, R. (2010). *Difficult conversations: How to discuss what matters most*. New York, NY: Penguin Books.

4. Fisher, R., Koppelman, E., & Schneider, A. K. (1994). *Beyond Machiavelli: Tools for coping with conflict*. Boston, MA: Harvard University Press.

5. Shell, G. R. (2006). *Bargaining for advantage: Negotiation strategies for reasonable people*. New York, NY: Penguin Books

Course/Module evaluation:

End of year written/oral examination 0 %

Presentation 0 %

Participation in Tutorials 0 %

Project work 100 %

Assignments 0 %

Reports 0 %

Research project 0 %

Quizzes 0 %

Other 0 %

Additional information:

