



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Business negotiations

### Course

Field of study

Year/Semester

Management and production engineering

1/1

Area of study (specialization)

Profile of study

-

general academic

Level of study

Course offered in

Second-cycle studies

polish

Form of study

Requirements

part-time

elective

### Number of hours

Lecture

Laboratory classes

Other (e.g. online)

12

Tutorials

Projects/seminars

### Number of credit points

2

### Lecturers

Responsible for the course/lecturer:

Responsible for the course/lecturer:

Karolina Olejniczak PhD

email: karolina.olejniczak@put.poznan.pl

ph. +48 616653415

Faculty of Engineering Management

Jacka Rychlewskiego St. 2, 60-965 Poznań

### Prerequisites

The student knows the basic concepts related to social conflict and negotiations. The student has the ability to see, associate and interpret the basic principles of the negotiation process. The student is aware of the importance of the negotiation process in professional and private life.

### Course objective

The aim is to develop the ability to communicate with a partner during negotiations, the practical use of negotiation principles during dialogues, the ability to resolve conflicts and use various negotiation styles.

### Course-related learning outcomes

Knowledge

1. Has knowledge of conflicts and negotiation strategies - [K1A\_W06; K1A\_W08]



2. Knows negotiation techniques - [K1A\_W15]

3. Has knowledge of the preparation and conduct of the negotiation process - [K1A\_W16]

#### Skills

1. Uses the acquired knowledge to conduct negotiations effectively - [K1A]

2. Can analyze and evaluate conflict resolution styles - [K1A\_U07]

3. Can analyze negotiation styles - [K1A\_U08]

#### Social competences

1. Is responsible for the preparation and conduct of a given negotiation process - [K1A\_K03, K1A\_K04]

2. Is able to recognize negotiation styles and adapt to a given negotiation process - [K1A\_K05]

3. Can independently analyze negotiation processes and develop knowledge of negotiation techniques - [K1A\_K07]

#### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

##### LECTURE:

- formative assessment: discussions summarizing individual lectures, giving the opportunity to assess the understanding of the issues by the student, implementation of tasks on the e-MoodlePP platform

- summative assessment: written credit in a subject or summative assessment based on partial grades

#### Programme content

1. Social conflict as the main condition of negotiations - Characteristics of the conflict in selected social situations;

2. The importance of conflict in interpersonal relations; Positive and negative effects of conflicts, Conflict resolution strategies;

3. Analysis of the negotiation process - The essence of negotiation; General characteristics and assumptions of the negotiation process;

4. Main phases of negotiations - Stages of negotiations: preparation, selection of a place and negotiators, presentation of problems, finding solutions, closing negotiations and signing a contract;

5. Features of a "good" negotiator;

6. Rules in negotiations

7. Characteristics of negotiating styles - Win-win; Loser - loser; Loser - Winner; Tough, soft and businesslike style.



8. Communication in negotiations

9. Emotions in negotiations

10. Negotiation techniques - Negotiation techniques in the first phase of negotiations; Negotiation techniques in the main part of negotiations; Negotiation techniques in the final part of the negotiation.

11. Manipulation techniques in negotiations

12. Major mistakes in the negotiation process

### Teaching methods

LECTURE: seminar lecture, interactive discussion, e-learning

### Bibliography

#### Basic

1. Cialdini R. (1994): Wywieranie wpływu na ludzi, Gdańsk, Gdańskie Wydawnictwo Psychologiczne
2. Fisher R., Ury W. (1992): Dochodząc do tak. Negocjowanie bez poddawania się, Warszawa, PWE.
3. Dąbrowski P. (1991): Praktyczna teoria negocjacji, Warszawa, Sorbog;.
4. Sambor W. i inni, (2013) Scenariusze negocjacji biznesowych, trening umiejętności, Warszawa, Poltex,
5. Spychała M., Branowska, (2016) Managers' competencies in the area of entrepreneurship, Zarzyty Naukowe Politechniki Poznańskiej, Organizacja i Zarządzanie nr 68, s.191-204

#### Additional

1. Berne E. (1987): W co grają ludzie?, Warszawa, PWN
2. Nęcki Z. (1991): Negocjacje w biznesie, Kraków, Wydawnictwo Profesjonalnej Szkoły Biznesu.
3. Kennedy G., (1998) Negocjować można wszystko. Warszawa

### Breakdown of average student's workload

	Hours	ECTS
Total workload	50	2,0
Classes requiring direct contact with the teacher	14	0,5
Student's own work (literature studies, preparation for classes, preparation for tests) <sup>1</sup>	36	1,5

<sup>1</sup> delete or add other activities as appropriate