



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Psychology of Negotiation and Conflict Resolution [S1DSwB1>PNiRK]

### Course

Field of study

Data Science in Business

Year/Semester

3/5

Area of study (specialization)

–

Profile of study

general academic

Level of study

first-cycle

Course offered in

Polish

Form of study

full-time

Requirements

elective

### Number of hours

Lecture

15

Laboratory classes

0

Other

0

Tutorials

15

Projects/seminars

0

### Number of credit points

3,00

### Coordinators

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### Lecturers

### Prerequisites

Knowledge of the basics of interpersonal communication - understanding communication processes and the ability to recognize communication barriers. Willingness to participate in simulations, exercises and case studies that require active participation in discussions.

### Course objective

Development of skills for effective negotiation and conflict resolution in various contexts, both professional and personal. Development of interpersonal skills, including teamwork, emotion management, assertiveness, resolving difficult situations and building positive relationships in the professional environment.

### Course-related learning outcomes

Knowledge:

Characterizes key ethical, social, and psychological challenges related to negotiation and mediation processes in business [DSB1\_W06].

Describes economic models and negotiation strategies used in conflict resolution and team management [DSB1\_W09].

Explains the principles of conducting negotiations and mediation, the stages of the negotiation process, and the role of motivation and leadership psychology in successful negotiations [DSB1\_W10].

#### Skills:

Selects information sources and conflict analysis tools, identifying their causes and choosing optimal negotiation strategies [DSB1\_U01].

Applies negotiation and mediation techniques in problem-solving situations, analyzing real cases and conducting negotiation simulations [DSB1\_U02].

Formulates negotiation and mediation strategies tailored to the specifics of a conflict, considering time pressure, emotional influence, and psychological decision-making mechanisms [DSB1\_U05].

Critically analyzes the negotiation process, assessing the effectiveness of applied methods and the impact of communication on negotiation outcomes [DSB1\_U07].

Justifies the choice of negotiation and mediation strategies, supporting decisions with the analysis of real cases and business case studies [DSB1\_U11].

Collaborates in negotiation teams, utilizing assertiveness techniques, motivation analysis, and stress management methods [DSB1\_U14].

#### Social competences:

Critically analyzes their own negotiation and mediation skills, striving for improvement and adaptation to dynamic business conditions [DSB1\_K01].

Engages in negotiation and mediation initiatives, aiming to achieve mutually beneficial "win-win" solutions [DSB1\_K03].

Takes initiative in negotiations and mediation, developing effective conflict resolution strategies within organizations [DSB1\_K04].

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Lecture - assessment based on a colloquium and obtaining at least 50% of points. The final grade may be higher for active participation in discussions during lectures.

Exercises - final grade based on points obtained from the implementation of partial tasks. Assessment for obtaining at least 50% of points.

### Programme content

Lectures: Communication. Introduction to the psychology of conflict. Management styles. Problem situations. Ways of dealing with problem situations. Introduction to negotiation and mediation. Types and course of the negotiation process. Characteristics of a good negotiator. Employee motivation in organizations - models and techniques. Psychology of leadership. Ethics and social responsibility.

Tutorials: analyzing case studies - recognizing the causes of conflicts. Exercises in resolving conflicts using negotiation and mediation methods. Preparing for negotiations, conducting and searching for a compromise. Preparing a contract. Analysis of developed solutions. Motivational system. Developing a strategy for dealing with occupational stress.

### Course topics

#### Lecture topics:

1. The course of the communication process and factors influencing it.
2. Introduction to the psychology of conflicts and their resolution in the professional environment.
3. Management styles, their impact on team effectiveness and the causes of conflicts.
4. Negotiations and mediation as ways of resolving problematic situations. Negotiation styles. Techniques and methods used in negotiations. Phases of the negotiation process. Pressure, persuasion and manipulation.
5. Employee motivation in organizations.
6. Psychology of leadership - characteristics of an effective leader.
7. Ethics and social responsibility.

#### Tutorials topics:

1. Negotiation simulations - work in pairs or groups, role-playing in various negotiation situations. Analysis of the strategies used and the effects achieved. Assertiveness exercises - expressing your needs and opinions in an assertive manner.

2. "Win-Win" exercise - searching for solutions that satisfy the interests of both parties.
3. Negotiations under time pressure - students must conduct negotiations in a specified, short time. Learning to make quick decisions, cope with stress and effectively use limited resources. Recognizing emotions and their impact on negotiations. Exercise in giving and receiving constructive criticism.
4. Case analysis (case studies) - analyzing real or hypothetical cases of conflicts both at work and in everyday life. Selecting a strategy to resolve them.
5. Conflict resolution exercises, searching for different solutions and choosing the most optimal one. Mediation exercises.
6. Dealing with a "difficult interlocutor" - practicing conflict resolution techniques in situations where the interlocutor is particularly difficult (e.g. aggressive, resistant to change). Solving short tests that help students learn about their own negotiation personality (e.g. preferences in decision-making, reactions to stress, coping in difficult situations). Discussing the results.
7. Planning a motivational system for the team.

### Teaching methods

Multimedia lectures. E-learning - online materials, recordings. Case studies. Dialogues, conversations, discussions, exchange of experiences. Role-playing. Case analysis.

### Bibliography

Basic:

Kowalczyk E., Psychologia negocjacji. Między nauką a praktyką zarządzania, Wydawnictwo Naukowe PWN, 2024

Rosenberg Marshall B., Rozwiązywanie konfliktów poprzez porozumienie bez przemocy, Wydawnictwo Czarna Owca, 2024

Borecka-Biernat D., Wajszczyk K., Wałęcka-Matyja K., Rozwiązywanie sytuacji konfliktowych. Wybrane problemy, Wydawnictwo Difin, 2019

Additional:

Roszkowska E., Wybrane modele negocjacji, Wydawnictwo Uniwersytetu w Białymstoku, Białystok 2011

Cialdini R. B., Wywieranie wpływu na ludzi. Psychologia perswazji, Gdańskie Wydawnictwo Psychologiczne, Gdańsk 2023

### Breakdown of average student's workload

	Hours	ECTS
Total workload	75	3,00
Classes requiring direct contact with the teacher	30	1,00
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	45	2,00