

Course Code:FMSSBC105

Course Title: Negotiation and Leadership

Total Hours: 32

Course Objectives:

- To introduce the students to the importance of negotiation skills.
- To expose the students to diverse contexts and situations that require negotiation skills.
- To learn about the management of critical and crisis situations.
- To evolve relationship building skills.

Course outcome:

- After studying this course, students will be able to apply negotiation skills to obtain desired results
- After studying this course, students will be able to understand the various aspects of a crisis situation for appropriate management.
- After studying this course, students will be able to learn how to manage complex negotiation situations.
- After studying this course, students will be able to test and judge the legitimacy of the terms of negotiation

Course Content:

UNIT 1: Negotiation Fundamentals (8 Hours)

Key concepts and core vocabulary of negotiation process, deal- making and dispute resolution, Assumptions and biases that are barriers to effective negotiation, Collaborative approaches, risk & opportunities to achieve win-win outcomes.

UNIT 2: Managing critical moments (8 Hours)

Types of negotiation approaches used by negotiators Critical moments that can make or break the deal How to identify these critical moments, Strategies to manage critical moments in the negotiation.

UNIT 3: Discovering, creating and claiming value (8 Hours)

Methods of value discovery during negotiation, Concept of distributive bargaining, equitable solutions, and ZOPA (zone of possible agreement), Biases and enemies of value creation.

UNIT 4: Managing Alternatives (8 Hours)

Concept of BATNA (Best Alternative to Negotiated Agreement), Methods to evaluate alternative options/offers, Management of one's alternatives and other party's alternatives during negotiation.


Dean
Faculty of Management Studies
Gopal Narayan Singh University
Jamuhar (Rohtas) Bihar


Coordinator
IQAC (NAAC)
Gopal Narayan Singh University
Jamuhar, Sasaram, Rohtas (Bihar)