Course Title: Introduction to Negotiation skills			
Course code: PPM 219	**No. of credits:** 2	**L-T-P:** 20-00-00	**Learning hours:** 20
Pre-requisite course code and title (if any): N.A.			
Department: Policy and Management Studies			
Course coordinator:		**Course instructor:** Dr. Moumita Acharyya	
Contact details:			
Course type: Core		**Course offered in:** Semester 2	

Course description:

Contemporary times are of great strife and conflict, with major pulls and pushes that are shattering already fragile fabric of the society we live in, and the bonds that connect us. These times require professionals who can bring about peace and harmony all around, between cultures, countries, communities, classes and businesses. To make this happen, one of the most critical communication skills that an executive is expected to acquire and display is the "art and the science of negotiation."

As the students prepare to step into the corporate world, they will face multiple situations where negotiations will be critical to a successful business outcome, from pricing to business contracts to mergers & acquisitions, a well-orchestrated negotiation process can make or break the deal and relationship.

Course objectives:

The objectives are:

1. To familiarize the students with the structure and dynamics of negotiation, preparing them for leadership positions.
2. To help students develop their skills in effective use of different forms of influence and persuasion strategies in the decision-making process.
3. To facilitate students in rethinking of negotiation as a problem-solving tool and improving their negotiating skills and confidence when engaging in important real-world negotiations at work and other settings.

Course Content

Module	Topic	L	T	P
1	• Course overview, methodology, expectations etc., • Negotiation context: when do we negotiate … implicit/ informal & explicit/formal, experience sharing, • Interface Map: Negotiation Definitions, Importance and Value;	5	0	0
2	• Negotiation: A voluntary process (emotion/motivation/risk appetite/skill/confidence), • Negotiation dimensions: People, Problem, Process, Conflict & negotiation: People, Problem, Process & dilemmas around them;	5	0	0
3	Negotiation stages: • Stage 1: Pre-Negotiation: Preparation, Checklist, Activity, Mindset, Stage 2: Negotiation: Business Situations, application of Skills, Stage 3: Post Negotiation: Impact Analysis, Summary & Closure	4	0	0

4	Negotiation strategies and tactics	4	0	0
6	Cross cultural negotiations	2	0	0
	Total	**20**	**00**	**0**

Evaluation criteria:

Minor Test 1: **20%** (at the end of teaching of module 2)
Structure: The students will be quizzed from the first four modules of the course.
Minor Test 2: Case Analysis/ Assignment/ Presentation – **20%** (at the end of teaching of module 6)
Structure: Students in groups will be assigned role plays/case study assignments.
Major Test: **40%** (at the end of teaching of all modules)
Structure: This will be an exam based on all the modules covered in the class.
20% marks will be given on class participation: basis case study discussions, role plays etc. (Negotiati workbook)

Learning outcomes:
By the end of the course, the students should be able to:

- Illustrate the concept of negotiation, its types, process & practice;
- Demonstrate the ability to consider factors pan organization while negotiating;
- Apply learning across disciplines to lead an organization in building productive relationship;
- Use overt & subliminal communication techniques in an ethical manner to build relationships;

Pedagogical approach: Case study, role-plays, focussed group discussions.

Materials:
Reference Books:

- Negotiation: Lewicky, Barry and Saunders: Tata McGraw Hill, 8th edition
- Effective Negotiation: from Research to Results by Ray Fells: Cambridge University Press, 2010
- How to Negotiate Effectively by David Oliver, Kogan Page, 2007

Additional information (if any):

Student responsibilities:
Attendance, Participation in the class exercises and case discussions, to read relevant student material befo attending the class.

Prepared by:

Course reviewer(s):

- **Dr. Damini Saini, Assistant Professor, IIM Raipur**
- **Dr. Pratima Daipuria, Professor & Dean, JIMS Rohini**