



# UNIVERSIDAD DE CASTILLA - LA MANCHA

## GUÍA DOCENTE

### 1. General information

**Course:** NEGOTIATION STRATEGIES AND CONFLICT RESOLUTION

**Code:** 43321

**Type:** CORE COURSE

**ECTS credits:** 6

**Degree:** 326 - UNDERGRADUATE DEGREE IN LABOUR RELATIONS AND HUMAN RESOURCES DEVELOPMENT (CR)

**Academic year:** 2022-23

**Center:** 403 - FACULTY OF LAW AND SOCIAL SCIENCES OF C. REAL

**Group(s):** 20

**Year:** 3

**Duration:** First quarter

**Main language:** Spanish

**Second language:** English

**Use of additional languages:**

**English Friendly:** Y

**Web site:**

**Bilingual:** N

**Lecturer:** MIGUEL JUAN TABOADA CALATAYUD - Group(s): 20

Building/Office	Department	Phone number	Email	Office hours
18	CIENCIA JURÍDICA Y DERECHO PÚBLICO		migueljuan.taboada@uclm.es	

### 2. Pre-Requisites

Not established

### 3. Justification in the curriculum, relation to other subjects and to the profession

The subject is the result of the reflection carried out within the Degree in Labor Relations to fulfill the objectives of the curricular adaptation and initiate in the student the joint complementation of the competence for the handling and solution of conflicts and the communicative competence. The development of alternative mechanisms to the solution of conflicts, contemplated and located in the context of a new Constitutional State of Law, every day acquires greater validity in the interdependence of all the people in both the private and the public scenario. From this continuous interdependence and interrelation of man in his social life and by the diversity of cultures, conceptions, universes, values and roles arise differences, eventualities, problems and conflicts that, if not having the understanding of tolerance and the understanding of the other as a person unique and irreplaceable, it would entail the loss of the best opportunity to solve them.

Once the conflict was born, a new and own scenario was born so that the related parties had the opportunity not only of their solution but also of change, growth and learning. Our daily life has implicit the conflict and nevertheless, often we do not have well focused its nature so the attitudes developed in such situations either as a Graduate or as parties involved, do not always allow us to be proactive and effective in their solution, confident perhaps in the final framework of the law, forgetting that procedural dogmatic is blind to the interactive aspects of the conflict.

The present justification is based on the theoretical and practical training in negotiation and conflict resolution strategies, with the most advanced techniques in our environment so that future graduates can have a new approach to the conflict and, most importantly, can have a strategic baggage and an effective tool in the approach of the bottom solution and take maximum advantage of what the very opportunity of the conflict means.

This subject is not only a basic point for the formation of future Graduates in Labor Relations, but also a necessary training for the citizens of a country on which all sorts of everyday conflicts of some complexity hover.

### 4. Degree competences achieved in this course

#### Course competences

Code	Description
E11	Ability to recognize bargaining situations, analyze them in each case and detect their strategic structure.
G01	Ability to seek, analyze and summarize information allowing to establish arguments and make judgments in the different areas of professional activity.
G02	Ability to present and defend, orally and/or in writing, issues or topics related to their specialty.
G03	Capacity for continuous, self-directed and autonomous learning, which allows them to develop learning skills necessary to undertake further studies with a high degree of autonomy.
G05	Ability to understand general information in a foreign language, using frequently used expressions.

### 5. Objectives or Learning Outcomes

#### Course learning outcomes

Description

Familiarity with basic negotiation techniques and strategies.

#### Additional outcomes

### 6. Units / Contents

#### Unit 1: The conflict

**Unit 1.1** Definition, perspectives and conflictual typology.

**Unit 1.2** Social mechanisms of conflict resolution.

**Unit 1.3** Static of the conflict: special analysis of the actors

**Unit 1.4** Dynamics of conflict.

**Unit 2: Negotiating situations as strategy games.**

**Unit 2.1** Strategic interdependence.

**Unit 2.2** The games: pure conflict, pure coordination, mixed.

**Unit 2.3** Dominant and dominated strategies

**Unit 2.4** Dilemmas of the prisoner and the negotiator

**Unit 2.5** Practical cases.

**Unit 3: The starting point of a negotiation.**

**Unit 3.1** The bargaining set

**Unit 3.2** Reserve value and bargaining power.

**Unit 3.3** Practical cases.

**Unit 4: Competitive negotiation I**

**Unit 4.1** Strategic movements: explicit negotiation and tacit negotiation

**Unit 4.2** Opening strategies: Auto-readings, anchoring effect, first offer.

**Unit 4.3** Communication management. Coordination of expectations: focal points

**Unit 4.4** Practical cases.

**Unit 5: Competitive negotiation II**

**Unit 5.1** Manipulation of perceptions: 1. Deception and dirty tricks 2. Sequences of concessions 3. practical cases

**Unit 5.2** Submission models: 4. Hostage-taking and temporary costs 5. Unconditional moves: threats, promises and strategic commitments

**Unit 5.3** Practical cases.

**Unit 6: Integrative negotiation.**

**Unit 6.1** The conditions for stable cooperation

**Unit 6.2** Integrating and value creation procedures. Negotiation for interests. The Harvard method.

**Unit 6.3** Instruments and logical resources of allocation and fair and efficient distribution ("fair share" and optimization of bargaining packages).

**Unit 6.4** The assisted negotiation: Intervention of impartial third parties in the management and resolution of conflicts (conciliation, mediation, arbitration and mixed procedures)

**Unit 6.5** Practical cases.

7. Activities, Units/Modules and Methodology							
Training Activity	Methodology	Related Competences	ECTS	Hours	As	Com	Description
Class Attendance (theory) [ON-SITE]	Lectures	G01	2.4	60	Y	N	
Practicum and practical activities report writing or preparation [OFF-SITE]	Case Studies	G02	1.7	42.5	Y	N	
Writing of reports or projects [OFF-SITE]	Problem solving and exercises	G03	1.8	45	Y	N	
Final test [ON-SITE]			0.1	2.5	Y	Y	
<b>Total:</b>			<b>6</b>	<b>150</b>			
			<b>Total credits of in-class work: 2.5</b>		<b>Total class time hours: 62.5</b>		
			<b>Total credits of out of class work: 3.5</b>		<b>Total hours of out of class work: 87.5</b>		

As: Assessable training activity

Com: Training activity of compulsory overcoming (It will be essential to overcome both continuous and non-continuous assessment).

8. Evaluation criteria and Grading System			
Evaluation System	Continuous assessment	Non-continuous evaluation*	Description
Self Evaluation and Co-evaluation	30.00%	0.00%	
Final test	70.00%	100.00%	
<b>Total:</b>	<b>100.00%</b>	<b>100.00%</b>	

According to art. 6 of the UCLM Student Evaluation Regulations, it must be provided to students who cannot regularly attend face-to-face training activities the passing of the subject, having the right (art. 13.2) to be globally graded, in 2 annual calls per subject, an ordinary and an extraordinary one (evaluating 100% of the competences).

9. Assignments, course calendar and important dates	
Not related to the syllabus/contents	
Hours	hours
<b>Unit 1 (de 6): The conflict</b>	
<b>Activities</b>	<b>Hours</b>
Class Attendance (theory) [PRESENCIAL][Lectures]	18
Practicum and practical activities report writing or preparation [AUTÓNOMA][Case Studies]	4
Writing of reports or projects [AUTÓNOMA][Problem solving and exercises]	4
<b>Unit 2 (de 6): Negotiating situations as strategy games.</b>	
<b>Activities</b>	<b>Hours</b>
Class Attendance (theory) [PRESENCIAL][Lectures]	18
Practicum and practical activities report writing or preparation [AUTÓNOMA][Case Studies]	4
Writing of reports or projects [AUTÓNOMA][Problem solving and exercises]	4
<b>Unit 3 (de 6): The starting point of a negotiation.</b>	

Activities	Hours
Class Attendance (theory) [PRESENCIAL][Lectures]	16
Practicum and practical activities report writing or preparation [AUTÓNOMA][Case Studies]	5
Writing of reports or projects [AUTÓNOMA][Problem solving and exercises]	5
<b>Unit 4 (de 6): Competitive negotiation I</b>	
Activities	Hours
Class Attendance (theory) [PRESENCIAL][Lectures]	16
Practicum and practical activities report writing or preparation [AUTÓNOMA][Case Studies]	4
Writing of reports or projects [AUTÓNOMA][Problem solving and exercises]	4
<b>Unit 5 (de 6): Competitive negotiation II</b>	
Activities	Hours
Class Attendance (theory) [PRESENCIAL][Lectures]	16
Practicum and practical activities report writing or preparation [AUTÓNOMA][Case Studies]	4
Writing of reports or projects [AUTÓNOMA][Problem solving and exercises]	4
<b>Unit 6 (de 6): Integrative negotiation.</b>	
Activities	Hours
Class Attendance (theory) [PRESENCIAL][Lectures]	16
Practicum and practical activities report writing or preparation [AUTÓNOMA][Case Studies]	4
Writing of reports or projects [AUTÓNOMA][Problem solving and exercises]	4
<b>Global activity</b>	
Activities	hours
Writing of reports or projects [AUTÓNOMA][Problem solving and exercises]	25
Class Attendance (theory) [PRESENCIAL][Lectures]	100
Practicum and practical activities report writing or preparation [AUTÓNOMA][Case Studies]	25
<b>Total horas: 150</b>	

10. Bibliography and Sources						
Author(s)	Title/Link	Publishing house	Citv	ISBN	Year	Description
Axelrod, Robert	La evolución de la cooperación : el dilema del prisionero y	Alianza		84-206-2474-8	1996	
Bazerman, Max H.	La negociación racional : en un mundo irracional	Paidós		84-7509-957-2	1993	
Brams, Steven J.	La Solución ganar-ganar : cómo garantizar que cada uno se q	Ariel		84-344-1439-2	2000	
Dixit, Avinash K.	El arte de la estrategia : la teoría de juegos, guía del éxi	Antoni Bosch		978-84-95348-52-4	2010	
Fisher, Roger	Obtenga el sí : el arte de negociar sin ceder	Gestión 2000		978-84-8088-998-8	2009	
Font Barrot, Alfred	Curso de negociación estratégica	Editorial UOC		978-84-9788-571-3	2007	
Font Barrot, Alfred	Negociar con arte y conseguir que los demás se salgan con l	Alienta		978-84-935827-6-0	2008	
Gómez-Pomar Rodríguez, Julio	Teoría y técnicas de negociación	Ariel		84-344-4453-4	2004	
Lax, David A.	El directivo como negociador : negociación para la cooperaci	Instituto de Estudios Fiscales		84-7196-926-2	1991	
Moore, Christopher	El proceso de mediación : métodos prácticos para la resoluci	Granica		84-7577-401-6	1995	
Raiffa, Howard	The art and science of negotiation	Belknap Press of Harvard University Press		0-674-04813-X	1982	
Schelling, Thomas	The strategy of conflict	Harvard University Press		0-674-84031-3	1995	
Thompson, Leigh L.	The mind and heart of the negotiator	Prentice Hall		0-13-174227-2	2009	