

Negotiation and Leadership

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
Negotiation and Leadership	2	0	0	2	12 th Pass	NIL

Learning Objectives

The Learning Objectives of this course are as follows:

- 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

Learning outcomes

The Learning Outcomes of this course are as follows:

- 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 understand the process of relationship building.
- After studying this course, students will be able to test and judge the legitimacy of the terms of negotiation



SYLLABUS

Unit 1

(3 weeks)

Negotiation Fundamentals 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

Negotiation Canvas Introduction of a framework for negotiation preparation and how to use it, Elements of negotiation canvas i.e. relationship, alternatives, legitimacy, options, interests among others, Difference between position and interests

Unit 2

(4 weeks)

Managing critical moments

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

Effective Communication and Relationship Building

Role of communication and relationship in negotiation, Understanding the other party's psychology to understand their interests, build trust and improve the scope of the negotiation, Unconditionally constructive behaviours, Methods of building trust, and empathy, Overcoming communication barriers, difficult behaviours and information asymmetry

Unit 3

(4 weeks)

Discovering, creating and claiming value

Methods of value discovery during negotiation, How is value divided and claimed between the negotiating parties?, What are the tradeoffs, mutual gains and contingencies?, Concept of distributive bargaining, equitable solutions, and ZOPA (zone of possible agreement), Biases and enemies of value creation

Complex Negotiations

Strategies for negotiations are not straightforward, involve several issues, include multiple stakeholders, and /or involve powerful parties, Hofstede's Culture dimensions, Dealing with people with difficult behaviours

Unit 4

(4 weeks)

Managing Alternatives

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.

Legitimacy and Building Commitment

When to say yes to agreed terms, and when to walk away, Criteria for decision-making on negotiated terms, Assessment of the legitimacy of negotiated terms, Leading all parties to commit to the negotiated agreement, Steps from plan to execution

Essential/Recommended Readings

- Getting to Yes: Negotiating Agreement Without Giving in by Roger Fisher, William L. Ury, and Bruce Patton. Penguin Books
- Difficult Conversations: How to Discuss What Matters Most by Douglas Stone, Bruce Patton, Sheila Heen. Penguin Books
- Value Negotiation: How to Finally Get the Win-Win Right by Horacio Falcão. Pearson Education

Articles

- The Seven Myths of Win-Win Negotiations, by Horacio Falcão
- Control the Negotiation before it begins by Deepak Malhotra

Examination scheme and mode:

Total Marks: 100

Internal Assessment: 25 marks

Practical Exam (Internal): 25 marks

End Semester University Exam: 50 marks

The Internal Assessment for the course may include Class participation, Assignments, Class tests, Projects, Field Work, Presentations, amongst others as decided by the faculty.

Note: Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time.

