

- Faculté des sciences économiques
- [www.unine.ch/seco](http://www.unine.ch/seco)

## Negotiation and conflict management (5EN1027)

Filières concernées	Nombre d'heures	Validation	Crédits ECTS
Bachelor en sciences économiques, orientation durabilité	Cours: 2 ph	Voir ci-dessous	3
Bachelor en sciences économiques, orientation économie	Cours: 2 ph	Voir ci-dessous	3
Bachelor en sciences économiques, orientation management	Cours: 2 ph	Voir ci-dessous	3
Bachelor en systèmes naturels	Cours: 2 ph	Voir ci-dessous	3
Bachelor of Science en management et sport	Cours: 2 ph	Voir ci-dessous	3
Pilier B A - management	Cours: 2 ph	Voir ci-dessous	3

ph=période hebdomadaire, pg=période globale, j=jour, dj=demi-jour, h=heure, min=minute

### Période d'enseignement:

- Semestre Automne

### Equipe enseignante

Professeuse : Katarzyna JAGODZINSKA PhD

Email : [katarzyna.jagodzinska@unine.ch](mailto:katarzyna.jagodzinska@unine.ch)

### Contenu

#### Description :

This course provides an introduction to the issues and scientific approach to conflict management and negotiation in the context of industrial relations.

Topics covered include: definition of conflict, types of conflict, factors leading to conflict between individuals and groups, individual conflict strategies, negotiation tools and techniques.

The course also presents the main managerial concerns relating to the analysis of the communication process, the behaviour of individuals in conflict situations, and the analysis of negotiation strategies and techniques.

Case studies and simulation games are used to operationalise the theories and concepts discussed in class.

#### Objectives :

To be familiar with the conceptual tools of conflict management and negotiation with a view to resolving disputes in an international and multicultural context. Students will be able to analyse a conflict resolution and negotiation situation, extract the issues at stake and achieve their objectives, while mastering the multicultural and intercultural parameters likely to influence the process in question, given an economic world in a mode of internationalisation, complexification, specialisation and acceleration.

#### Content :

Introduction presenting the definition of conflict, the characteristics of conflict, the different types of conflict, the stages of escalation, the origins of conflict, individual conflict strategies, communication techniques and rules, as well as the negotiation methods used to conclude a case, decide a case and resolve disputes.

individual conflict strategies, communication techniques and rules, and negotiation methods used to conclude a deal, decide on a deal and resolve disputes.

Analysis of these same processes influenced by the internationalisation of business in the context of managing multicultural teams.

### Forme de l'évaluation

Written exam (2 hrs) in session covering the whole subject 100%.

Rattrapage: Examination (2 hrs) in session

Admissible items : Notes, texts, books, codes and any other documentation, as well as computers, connected telephones and other connected electronic products are not allowed in examinations.

In the event of a breach of these rules, the non-admitted items will be withdrawn and the examination may be deemed to have been failed.

### Modalités de rattrapage

Rattrapage: Examination (2 hrs) in session

Admissible items : Notes, texts, books, codes and any other documentation, as well as computers, connected telephones and other connected

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### **Documentation**

K. Jagodzinska, Negotiation Booster: The Ultimate Self-Empowerment Guide to High Impact Negotiations, 2021.  
Available at Payot Neuchâtel

### **Forme de l'enseignement**

Examples and practical exercises applied during the course, case studies, simulation games, discussions.

### **Objectifs d'apprentissage**

Au terme de la formation l'étudiant-e doit être capable de :

- Intégrer
- Expérimenter
- Conceptualiser

### **Compétences transférables**

- Persuader
- Critiquer
- Analyser
- Conclure