

- Faculté des sciences économiques
- 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

Professeur : Katarzyna JAGODZINSKA PhD

Email : 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 international business 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 tools and techniques. The course is enriched by an inter-disciplinary approach including analytical psychology and dynamics of power.

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

Objectives :

To discover the conceptual tools of conflict management and negotiation in view of resolving disputes in an international and multicultural context. Students will be able to analyse a conflict resolution and negotiation situation, identify the issues at stake and achieve their objectives, while mastering the multicultural and intercultural parameters likely to influence the process.

Attention: Attendance in class is highly recommended, since we will be working on many practical issues, questions and cases that bridge theory and modern practice.

Content :

Introduction presenting the definition of conflict, the characteristics of conflict, the different types of conflict, the stages of escalation, the origins of conflict, conflict management strategies, communication techniques and rules, as well as the negotiation methods used to analyse a case 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.

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Modalités de rattrapage

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Documentation

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

Available at Payot Neuchâtel or Amazon (e-version)

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