COURSE DATA

DATA SUBJECT

Code: 33572
Name: Conflict and negotiation techniques
Cycle: Undergraduate Studies
ECTS Credits: 6
Academic year: 2025-26

STUDY (S)

Degree	Center	Acad. year	Period
1309 - Degree in Labour Relations and Human Resources	Facultat de Ciències Socials	2	Second quarter

SUBJECT-MATTER

Degree	Subject-matter	Character
1309 - Degree in Labour Relations and Human Resources	Organisational behaviour and conflict management	COMPULSORY

COORDINATION

LLINARES INSA LUCIA INMACULADA

GONZALEZ NAVARRO PILAR

SUMMARY

The course Conflict and negotiation skills is located in the second year and secondsemester in the degree in Labor Relations and Human Resources. This subject matteris embedded in organizational behavior and conflict management module of work organization, business and human resource management, with 6 compulsory ECT.Furthermore, it is recommended as a prerequisite that the subjects have completedWork Psychology and Organizational Behavior taught in the first year of the degree. The continuity of this subject is linked to Route B of Human Resources.

With the subject Conflict and Negotiation Techniques examines the theoretical contentthat will identify and analyze conflict situations that occur in work environments as well asits resolution through negotiation. The study of the negotiation process will know, learnand practice the skills needed within each phase. Another aim is to develop social skillsfor coping with interpersonal relationships successfully in situations of conflict andnegotiation in the workplace.

PREVIOUS KNOWLEDGE

RELATIONSHIP TO OTHER SUBJECTS OF THE SAME DEGREE

There are no specified enrollment restrictions with other subjects of the curriculum.

OTHER REQUIREMENTS

It is recommended that you have taken the course of Work Psychology

COMPETENCES / LEARNING OUTCOMES

1309 - Degree in Labour Relations and Human Resources

Act with autonomy in learning, making informed decisions in different contexts, issuing judgements based on experimentation and analysis, and transferring knowledge to new situations.

Analyse, synthesise and reason critically.

Analyse and assess decisions made by agents involved in labour relations.

Analyse and assess the factors that determine inequalities in the world of work.

Apply techniques to boost motivation and improve the working environment.

Collaborate effectively in work teams, assuming responsibilities and leadership roles and contributing to collective improvement and development.

Contribute to the design, development and implementation of solutions that respond to social demands, taking into account the Sustainable Development Goals as a reference.

Demonstrate critical and self-critical thinking in the field of the degree programme, considering aspects such as professional ethics, moral values and the social implications of the different activities carried out.

Develop an interrelated vision of the different academic disciplines that analyse the field of work.

Know and analyse the psychosocial factors determining work behaviour.

Know and apply human resource management policies and implementation tools.

Know and apply the principles of the professional code of ethics.

Know and understand, within the field of the degree programme, gender inequalities in society; integrate different needs and preferences based on sex and gender into the design of solutions and problem solving.

Know and understand the social processes structuring labour and production relations.

Know how to communicate effectively, both orally and in writing, adapting to the characteristics of the situation and the audience.

Know organisational processes such as communication, power, leadership, conflict, negotiation, socialisation, climate or participation, and techniques for improving them.

Know the fundamentals of human resource management policies and the instruments for their implementation.

Know the fundamentals of occupational health and the bases of occupational risk prevention.

Know the fundamentals of work organisation and organisational structure.

Know the main psychological perspectives, as well as personal, organisational and situational factors influencing attitude, work behaviour, organisational behaviour and their consequences on the person, the group and organisational effectiveness.

Lead working groups in the field of labour relations and human resources.

Learn independently and develop initiative and entrepreneurial spirit.

Manage information, draft and formalise reports and writings.

Mediate and manage organisational conflict and negotiation.

Plan and apply systems of occupational risk prevention.

Propose creative and innovative solutions to complex situations or problems within the field of knowledge, to respond to diverse professional and social needs.

Respect and promote fundamental rights, equality between men and women, equal opportunities and non-discrimination, democratic values and sustainability.

Select and manage social and labour information and documentation.

Solve problems, apply knowledge to practice and develop motivation for quality.

Understand the fundamentals of business organisation.

Use information and communication technologies.

DESCRIPTION OF CONTENTS

1. THE CONFLICT IN THE FRAMEWORK OF INDUSTRIAL RELATIONS

-The conflict in work settings, types of conflict.
-Conflict management

Planning the negotiation
The negotiation process
Negotiation Styles

2. NEGOTIATION IN BUSINESS ENVIRONMENTS

Planning the negotiation
The negotiation process Strategies and tactics of negotiation

3. POWER IN THE PROCESS OF CONFLICT AND NEGOTIATION

Conceptual delimitation
Types of power
Electrical power in the negotiation process
Processes of influence
Tactics to power

4. CHARACTERISTICS OF BUSINESS AND INTERACTION BETWEEN CONFLICTING PARTIES

Perception and cognition in conflict and negotiation
The emotions and aggression in the negotiation
Persuasive negotiator
Attracting business personnel

5. COMMUNICATION IN NEGOTIATION

Communication process in the negotiation
verbal and nonverbal communication
Errors in communication
Tools for Effective Communication

WORKLOAD

PRESENCIAL ACTIVITIES

Activity	Hours
Theoretical and practical classes	60,00
Total hours	**60,00**

NON PRESENCIAL ACTIVITIES

Activity	Hours
Attendance at other activities	0,00
Individual or group project	20,00
Independent study and work	20,00
Preparation of lessons	20,00
Preparation for assessment activities	20,00

Resolution of case studies	10,00
Total hours	**90,00**

TEACHING METHODOLOGY

Lectures. Be made using the method of participatory lecture to present the contents ofthe subject. For this, each session will begin with an outline of the content that will be addressed and finalized by highlighting the most important aspects covered. Will enhance the participatory involvement of students.
Practical classes. Operational activities are intended to apply to real or fictitious casesthe concepts presented in lectures and develop the ability to work together.

Scheduled individual counseling sessions and / or group for proper monitoring of training activities.

The individual and group work will be presented as scheduled in the form of reports thatfollow the models for this purpose will be available in the virtual classroom.

It will be necessary to use the virtual classroom. The address access to this platform isas follows: http: //aulavirtual.es

EVALUATION

The assessment of learning this theory - practice will be held from the following tests:

Activities	**Note**
Analysis and reflection activities	30%
Theoretical content review	40%
Assistance and reporting practices	30%

The total note will ensue from the sumatorio of three previous activities always and when there has been

obtained a punctuation equal or superior to 50 % of the value of each one of them.

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REFERENCES

- Baron, Robert A. y Byrne, Donn (2005). Psicología Social. Madrid: Pearson Educacion
- González, Pilar; Llinares, Lucía Inmaculada y Zurriaga, Rosario (2012). Gestión positiva del conflicto organizacional. Síntesis.
- González-navarro, Pilar y Llinares-Insa, Lucía Inmaculada (2024). Aprende a negociar. Pasos para una negociación eficaz. PUV.
- Kennedy, Gavin; Benson, John y McMillan John (1990). Cómo negociar con éxito. Deusto
- Llinares, Lucía Inmaculada y González, Pilar (2024). El conflicto en las relaciones laborales. PUV.
- Ovejero Anastasio (2004) Técnicas de negociación. Cómo negociar eficaz y exitosamente. McGrawHill.
- Material elaborado por profesores. Disponible en aula virtual. En el caso de producirse un cambio en la bibliografía básica de la asignatura, ésta se indicará en la plataforma virtual de la UV (moodle.uv.es). En este caso, la bibliografía básica será notificada en el momento que se produzca dicho cambio a lo largo del curso