COURSE DATA

DATA SUBJECT

Code: 33572
Name: Conflict and negotiation techniques
Cycle: Undergraduate Studies
ECTS Credits: 6
Academic year: 2026-27

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 Techniques is taught in the second year and second semester of the Degree in Labour Relations and Human Resources. This course is part of the subject area of organisational behaviour and conflict management within the module on work organisation, companies and human resources management, with 6 compulsory ECTS credits. In addition, as a prior requirement, it is advisable to have taken the courses Work Psychology and Organisational Behaviour, which are taught in the first year of the degree programme. The continuity of this course is linked to Pathway B in Human Resources.

Through the course Conflict and Negotiation Techniques, the theoretical contents that will enable students to identify and analyse conflict situations that occur in work environments, as well as their resolution through negotiation, are studied. The study of the negotiation process will make it possible to know, learn and put into practice the competences required within each of its phases. In addition, the course aims to develop social skills that enable students to successfully address interpersonal relationships in situations of conflict and negotiation within 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. CONFLICT IN THE FRAMEWORK OF LABOUR RELATIONS

Conflict in work environments: types of conflict.

Conflict process

Conflict management

2. NEGOTIATION IN WORK ENVIRONMENTS

Planning the negotiation

The negotiation process

Negotiation styles

Negotiation strategies and tactics

3. POWER IN CONFLICT AND NEGOTIATION PROCESSES

Conceptual delimitation

Types of power

Characteristics of power in the negotiation process

Influence processes

Power tactics

4. CHARACTERISTICS OF NEGOTIATORS AND INTERACTION BETWEEN OPPOSING PARTIES

Perception and cognition in conflict and negotiation

Emotions and aggression in negotiation

Persuasion of the negotiator

Personal attraction of the negotiator

5. COMMUNICATION IN NEGOTIATION

Communication process in negotiation

Verbal and non-verbal communication

Communication barriers

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

Theory classes. They will be carried out using active and participatory methodologies that enhance the learning of the contents, the development of competences and the achievement of the learning outcomes described in this guide. To this end, in some cases assessable activities will be carried out and notified in advance to the students. However, assessable activities will also be carried out in the classroom without prior notice. Both types of activities will be used to assess the section "Active participation in class activities and motivation for the quality of learning outcomes".

Practical classes. The practical activities aim to apply the concepts presented in the theory classes to real or fictional cases and to develop the ability to work in groups.

Scheduled individual and/or group tutorial sessions for appropriate monitoring of the training activities.

Individual and group assignments will be submitted on the scheduled date in the form of reports or another type of assessment task, following the models that will be available for this purpose in the Virtual Classroom. The established assessment tasks will be submitted in the time and manner established by the teacher in class. Failure to comply invalidates the submission of the task.

The use of the virtual classroom will be necessary. The access address to this platform is the following: http://aulavirtual.uv.es

EVALUATION

The overall assessment of the student will be obtained, in the first sitting, from:

- The assessment of theoretical content by means of written tests (60% of the final mark). In order to add the remaining continuous assessment sections, the student must obtain at least half of the score assigned to this exam, that is, 3 points out of 6.
- The participation and motivation mark (10%) will be obtained from the completion and submission of activities in class following the teaching staff's instructions. It is NON-RECOVERABLE by exam because it is an assessment linked to the work carried out during the teaching period.
- The assessment of practical content (30%) has two assessment systems:

a) Continuous assessment through the completion and submission of the practical activities carried out in person in the classroom.

b) Final assessment: the student must sit an exam on practical contents (30%).

The presentation for the practical content exam, both in the first and second sittings, will imply the AUTOMATIC WAIVER of the mark obtained in the continuous assessment of practical work for the corresponding sitting. If the student sits the practical exam in the first sitting, this waiver will automatically be maintained in the second sitting. In all cases, the valid mark for the practical section will be the one obtained in the practical exam taken.

To pass the course, the student must obtain a minimum mark of 5 points in the total mark.

The use of generative AI must be declared in submitted assignments, indicating the tool, version and purpose of use. The student will be responsible for the originality, accuracy and academic quality of the work submitted.

In the second sitting, the same percentages and requirements will be maintained, retaining only the marks for those activities that have been expressly declared to be retainable. The theoretical test (60%) and the practical component (30%) can be retaken in the second assessment period.

In the early or extraordinary sitting, assessment will consist of a single exam made up of two parts: theory (70% of the mark) and practice (30% of the mark). The exam format will comply with current regulations.

The award of Honours requires the completion of an extra test designed for this purpose.

The course mark is subject to the provisions of the grading regulations of the Universitat de València. In addition, the following will be taken into account in this course: the lecturer will verify the originality of the assignments, using the electronic plagiarism-control systems made available by the University of Valencia. Confirmation of total or partial plagiarism will be sufficient grounds to justify a fail in the course, without prejudice to other disciplinary measures that may be taken under current regulations.

REFERENCES

Baron, Robert A. and Byrne, Donn (2005). Psicología Social. Pearson Educación.

González, Pilar; Llinares, Lucía I. and Zurriaga, Rosario (2012). Gestión positiva del conflicto organizacional. Síntesis.

González-Navarro, Pilar and Llinares-Insa, Lucía I. (2024). Aprende a negociar. Pasos para una negociación eficaz. PUV.

Kennedy, Gavin; Benson, John and McMillan, John (1990). Cómo negociar con éxito. Deusto.

Llinares-Insa, Lucía I. and González-Navarro, Pilar (2024). El conflicto en las relaciones laborales. PUV.

Ovejero Bernal, Anastasio (2004). Técnicas de negociación. Cómo negociar eficaz y exitosamente.

McGrawHill.

Material prepared by lecturers. Available in the virtual classroom. If there is a change in the basic bibliography of the course, this will be indicated on the UV virtual platform (moodle.uv.es). In this case, the basic bibliography will be notified at the time such change occurs during the course.