



**SECOND SEMESTER 2015-2016**  
**Course handout (Part-II)**

**Date: 07/01/2016**

In addition to part-I (General Handout for all courses appended to the timetable) this portion gives further specific details regarding the course.

**Course No.** : MBA C319  
**Course Title** : Negotiation Skills and Techniques  
**Instructor-in-charge** : R. RAGHUNATHAN

**1. Scope and Objective of the Course:**

Negotiation is a process that every person is required to be a part of at different points in time almost throughout his life. Ability to negotiate successfully whether in business or at home can be a determinant of one's success in his life. In business one has to negotiate with customers, distributors, suppliers, bosses, peers and practically everyone with whom one is required to interact. This course aims at arming the students with a variety of skills and techniques that would help them to prepare for negotiating successfully; help each student to gain insight into their own negotiating style and effectively integrate the experiential and intellectual learning components.

**2. Format:**

There will be one weekly meeting of the class. Class time will be devoted to lectures, role-plays, exercises, questionnaire, case discussions and videotapes. Lectures will provide analytical concepts that will integrate the readings and serve as useful framework for a richer understanding of cases and role-plays. Role-plays, cases and videotapes provide the "application" aspects of this course. These participative activities are further enhanced by rigorous self-review (through Follow-up Report and Critique). Tests and Quiz will provide an opportunity to test comprehension of the theory and readings.

**3. Text Book:**

EDD Notes and reading materials (Reading materials will be shared through course file and or in the course Page at Nalanda).

**Reference:**

- R1. Roy J. Lewicki, Bruce Barry and David M. Saunders, Negotiation, Tata McGraw- Hill Limited, 2010, 6<sup>th</sup> Edition.
- R2. Leigh L. Thompson, The Mind and Heart of the Negotiator, Thomson Learning, 2005, 3<sup>rd</sup> Edition.





#### 4. Course Plan:

Lecture No.	Topics to be covered
1-2	Negotiation: Introduction and Overview
3-4	Negotiation Styles
5	Negotiation Process
	Preparation
	Concessions
6	First Offer
7	Best Alternative To a Negotiated Agreement (BATNA)
8	Negotiation Ploys: Strategy and Tactics in Negotiation
	Handling Conflicts in Negotiation
9	Communication - Key to Effective Negotiating
	Non-verbal Communication in Negotiations
10	Emotions: Dealing with Others and Ourselves
	Power in Negotiation
11	Ethics in Negotiation
12	International Negotiations
	Cross Cultural Issues in Negotiations

#### Reading Assignments:

The following topics are to be read by student (as self-study) from the materials distributed.

Topic
Workplace Negotiations
Turning Negotiation into a Corporate Capability
Effective Negotiators
Do's and Don'ts of Negotiations
Negotiating over the telephone/Electronic media

Apart from the above list, students will be assigned with additional reading materials which they are required to read and come prepared to class. Course materials and information on selective in-class activities will be made available in the course file at the library and or in the course page at 'Nalanda'.





## 5. Evaluation Scheme:

Evaluation Component	Weightage (%)	Duration	Operational Details	Nature of Component	Date, Time and Venue
Mid-semester Test	20	90 min	Theory, application questions	Closed book	14/3 4:00- 5:30 PM
FRC*	20	NA	To be announced in the class	In-class & or Take home	Continuous
Assignment	20	3 hours	Participation + Report	In-class & Take home	16/4/2016 <sup>#</sup> 2:00 PM-8:00 PM
Comprehensive examination	40	3 hours	<ul style="list-style-type: none"><li>Part-A: Quiz (15%)</li><li>Part-B: Theory, application (25%)</li></ul>	Closed book	4/5 AN

\* Several in-class activities will be conducted and some of these activities a student is required to submit a Follow-up Report and Critique (FRC), details of the same will be shared in the class. *Best 4 performances* in such activities will be considered for final grading (4x5%=20% weightage). *Make up is not available for this component.*

<sup>#</sup> Assignment will be conducted in two batches.

## 6. Policies:

- For make-up prior permission from the instructor in-charge should be taken
- Policies related to class attendance, unfair means and late submissions will be shared in the class and in the course page at 'Nalanda'

**7. Chamber Consultation hours:** Thursday, 5:00 p.m. - 6:00 p.m.

**8. Notices:** Notices, if any, will be shared in the course page at 'Nalanda' only.

**Note:** The pace of coverage will vary with *class interest*, the liveliness, new insights & quality of discussions or lack thereof. Hence, information on specific in-class activities to be assigned during the scheduled class is not specified in this handout.

**Instructor-in-Charge**  
**MBA C319**

