

COURSE TITLE		Negotiation Skills				
Course code	STT044	Year of study	3.			
Lecturer(s)	Senka Borovac Zekan, PhD, senior lecturer	ECTS (Number of credits allocated)	4			
Associates	/	Total lesson hours per semester	Lecture	Seminar	Practical	Laboratory
			30	10	20	/
Course status	Elective	Percentage share of e-learning	20%			
COURSE DESCRIPTION						
Course Objectives	<ul style="list-style-type: none">The aim of the course is to acquaint students with the theory, techniques, strategies, methods and basic negotiation concepts. Students will learn the importance of the role and importance of negotiation and be trained to successfully lead and conclude negotiations using negotiation tools.					
Course enrolment requirements and entry competencies required for the course	Oral and written communication in the English language.					
Learning outcomes On successful completion of this course, student should be able to:	<ol style="list-style-type: none">critically evaluate the use of different negotiation tactics, techniques, strategies and methodsstudents will be able to thoroughly prepare for negotiations, assemble and lead a negotiating team to the desired result, but also recognize the moment to give up further negotiationsassess the interlocutor's interests, needs, negotiating goals and negotiating position (own position and the position of your opponent) in negotiationidentify your own and the interlocutor's BATNA, negotiating range (ZOPA), reservation point as well as possible negotiation outcomesdistinguish between different types of negotiators as well as approaches to negotiation about the specific negotiating situationargue one's own needs, requirements and goals acceptably and understandably in an interlocutor (assertive expression)prepare for effective negotiation as well as personal presentation					
Course content	<p>Negotiators and types of negotiations. Strategies of soft, hard, positional, fictitious and principled negotiation, How to start negotiations. Identification of interests and positions.</p> <p>Nonverbal communication during negotiations. Determining one's own and the interlocutor's BATNE. Active listening. Emotional and rational behavior and tricks during negotiation. Determination of ZOPA (Zone of Possible Agreement).Emotional and rational behavior and tricks during negotiation. The Reservation Point. Negotiation process stages. Negotiating in special situations. Using Silence in Negotiation. Nonverbal communication. Consequences of different negotiation outcomes.</p>					

	Overcoming differences and barriers in negotiation. Conflict in negotiations. Negotiation techniques and elements. Successful meeting management. Forming and leading a team and team negotiation. Personal presentation. Argumentative expression. Assertive speech. Lobbying in negotiations					
Types of teaching:	x <input type="checkbox"/> lecture x <input type="checkbox"/> seminars and workshop x <input type="checkbox"/> practical x <input type="checkbox"/> combined e-learning <input type="checkbox"/> field research			x <input type="checkbox"/> self-study x <input type="checkbox"/> multimedia <input type="checkbox"/> laboratory <input type="checkbox"/> mentoring work <input type="checkbox"/> (others)		
Student obligations	Performing all prescribed student tasks. Attendance at lectures and auditory exercises is at least 70% of the scheduled hourly rate (for part-time students, the obligation is 50% attendance).					
Monitoring student work (enter the share in ECTS credits for each activity so that the total number of ECTS credits corresponds to the credit value of the course):	Class attendance	1	Research		Practical work	0,5
	Experimental work		Report		(others)	
	Essay		Seminar	0,5	(others)	
	Self-study	1	Workshop		(others)	
	Project		Office hours, mid-term exams and final exams	1	(others)	
Assessment and evaluation of student work during classes and at the final exam	CONTINUOUS ASSESSMENT					
	Continuous testing indicators			Performance A_i (%)	Grade ratio k_i (%)	
	Case study			70-100	30	
	First mid-term exam			70-100	35	
	Second mid-term exam			70-100	35	
	FINAL ASSESSMENT					
	Indicators checks			Performance A_i (%)	Grade ratio k_i (%)	
	Final exam			70 - 100	70	
	Previous activities			70 - 100	30	
	Indicators checks			Performance A_i (%)	Grade ratio k_i (%)	
	Final exam			70 - 100	70	
	Previous activities			70 - 100	30	

	<p>The grade (in percentages) is formed on the basis of all indicators that describe the level of student activities according to the relation:</p> $Grade(\%) = \sum_{i=1}^N k_i A_i$ <p>k_i - weighting factor for each activity, A_i - success in percentage achieved for a particular activity, N - total number of activities.</p> <table><tr><th colspan="3">PERFORMANCE AND GRADE</th></tr><tr><th>Percentage</th><th>Criteria</th><th>Grade</th></tr><tr><td>od 70% do 77%</td><td>sufficient</td><td>(2)</td></tr><tr><td>od 78% do 85%</td><td>good</td><td>(3)</td></tr><tr><td>od 86% do 93%</td><td>very good</td><td>(4)</td></tr><tr><td>od 94% do 100%</td><td>outstanding</td><td>(5)</td></tr></table>	PERFORMANCE AND GRADE			Percentage	Criteria	Grade	od 70% do 77%	sufficient	(2)	od 78% do 85%	good	(3)	od 86% do 93%	very good	(4)	od 94% do 100%	outstanding	(5)
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Required reading	<ol style="list-style-type: none">1. The PowerPoint Presentations (available on MOODLE)2. Day-to-day negotiation, online book (available on MOODLE)																		
Optional reading	<ol style="list-style-type: none">1. Negotiation as the Art of the Deal, online book available on MOODLE																		
Quality monitoring to ensure the acquisition of established learning outcomes	<ul style="list-style-type: none">• Records of class attendance and success in performing student obligations.• Updating detailed course curricula• Supervision of teaching activities• Continuous quality control of all parameters of the teaching process by the Action Plans• Semester-based student survey by the "Ordinance on the procedure of student evaluation of teaching work at the University of Split" (UNIST, Centre for Quality Improvement).																		
Other information	<p>Course SECs are located within the Teaching Support System (MOODLE) and are available to the department's students and teachers. Abbreviated implementation programs (IP) (Croatian and English versions) are available on the Department's website for information purposes.</p>																		