Universitat Autònoma
de Barcelona

2017/2018

Techniques for Negotiating and Resolving Conflict

Code: 100476
ECTS Credits: 6

Degree	Type	Year	Semester
2500258 Labour Relations	OB	3	2

Contact

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Use of languages

Principal working language: spanish (spa)

Some groups entirely in English: No

Some groups entirely in Catalan: No

Some groups entirely in Spanish: No

Other comments on languages

Students who aren't fluent in Spanish or Catalan may write their evidences in English

Teachers

Irene Carracedo Gil

Prerequisites

Apart from the official requirements and skills necessary for the proper monitoring of this course, you don't require any other prior knowledge.

Objectives and Contextualisation

Context:

Conflicts is part of our reality, and should not be seen an isolated event, but as part of daily reality. Rarely conflicts are seen as an opportunity or as inevitable enrichment of our human experience. But conflicts are a fundamental tool in lifelong learning.

Content

1. Introduction to conflict theory

Conceptual introduction on conflict theory, with particular emphasis on its composition,consequences, structure, a

2.

Techniques for enhancing interpersonal skills in conflict management

Approach to the basic principles of communication, identifying those elements that promote the emergence of the

3.
Conflict resolution: negotiation

Introduction to negotiation: phases, strategy, models and obstacles

4.
Conflict Resolution: Mediation

Introduction to mediation: phases, models and obstacles