

**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 as 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.

### Competences

- Applying quantitative and qualitative social investigation techniques to the labour field.
- Applying techniques and making decisions in terms of human resources (remuneration policy, selection policy).
- Applying the information and communication technologies to the different areas of action.
- Designing a Welcome Handbook and documenting a training plan in relation to their needs for the collectives in charge.
- Drawing up and formalising reports and documents.
- Identify the foundations of the main legal and organisational areas in the field of human work.
- Identifying, analysing and solving complex problems and situations from an (economic, historical, legal, psychological, and sociological) interdisciplinary perspective.

- Organising and managing the available time.
- Producing and designing organizational strategies, developing the human resources strategy of the organization.
- Producing internal communication projects for labour groups.
- Self-motivating by undertaking specific training programs to acquire new knowledge.
- Students must be capable of deciding, sharply taking decisions and judging.
- Suggesting solutions for labour disputes and the situations that may arise them through mediation and negotiation.
- Verbally communicating and defending a project.
- Working autonomously.
- Working effectively in teams.

## Learning Outcomes

1. Applying the information and communication technologies to the different areas of action.
2. Comprehending the intra-group cooperation, competition and cohesion processes.
3. Drawing up and formalising reports and documents.
4. Identifying the prevention and conflict resolution strategies.
5. Knowing how to use non-violent communicative forms.
6. Knowing how to use the appropriate tools and methodology in terms of management of Human Resources.
7. Knowing the basic elements of the management of human resources.
8. Knowing the elements and key factors in the team development.
9. Knowing the groups and working teams.
10. Knowing the methodology and tools for a socio-occupational audit.
11. Knowing the necessary channels in order to recruit and select personnel.
12. Knowing the strategies in decision-making.
13. Organising and managing the available time.
14. Recognising the conflict situations and knowing how to find solutions.
15. Recognising the foundations and negotiation techniques.
16. Self-motivating by undertaking specific training programs to acquire new knowledge.
17. Students must be capable of deciding, sharply taking decisions and judging.
18. Understanding and relating training and career plans in the organizations.
19. Understanding the development of a organization.
20. Verbally communicating and defending a project.
21. Working autonomously.
22. Working effectively in teams.

## Content

### 1. Introduction to conflict theory

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

### 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

## Methodology

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## Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
-	6	0.24	1, 19, 15, 17
-	12	0.48	16, 20, 4, 13, 15, 14, 3, 5, 17, 21
-	18	0.72	4, 15, 14
Type: Supervised			
-	3	0.12	20, 4, 13, 14, 3, 5, 17
-	5	0.2	19, 20, 4, 13, 15, 14, 5, 17, 21
Type: Autonomous			
-	12	0.48	1, 13, 3, 21
-	20	0.8	1, 16, 19, 13, 15, 17, 21
-	20	0.8	19, 4, 15, 14, 17, 21
-	22	0.88	1, 20, 13, 15, 3, 5, 17, 21
-	32	1.28	1, 16, 19, 20, 4, 13, 15, 14, 3, 5, 17, 21

## Assessment

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## Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
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-	30	0	0	1, 16, 19, 2, 20, 7, 8, 9, 10, 12, 18, 4, 13, 15, 14, 3, 11, 5, 6, 17, 21, 22
-	10	0	0	1, 16, 19, 20, 4, 13, 15, 14, 3, 5, 17, 21
-	20	0	0	19, 4, 15, 14, 5
-	15	0	0	20, 15, 14, 5, 22
-	10	0	0	19, 4, 13, 15, 14, 3, 5, 21
-	15	0	0	16, 20, 7, 4, 13, 15, 14, 3, 5, 17, 21

## Bibliography

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