

# **SYLLABUS - Communication, Negotiation and Conflict management**

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Adrian Borggreve has been lecturing business Communication, Conflict Management, Negotiating and Intercultural management at Saxion University of Applied Science since 1986 and as an honorary professor at Hannover University of Applied Sciences & Arts. He is an experienced trainer in conflict resolution and negotiation in BA and MBA courses from many universities in Europe, China, India Indonesia and for staff members from large companies and semi-public organizations.

## **DESCRIPTION**

"Learn how to make the difference in dealing with conflicts and negotiating good outcomes". Conflicts are a fact of life since we all have different values, needs, interests and goals. And as our world becomes increasingly interdependent, more and more people bump into one another more and more often. Organizations require professionals to deal with their counterparts in countries with different economic, cultural, legal and political environments. Nobody is a successful problem solver by nature. The good thing is that you can improve your skills by training with proven methods and techniques.

## **Pre-requisites**

B1 CEF absolute minimum, B2 and above strongly recommended. A laptop will be needed.

**Schedule:** Monday - Friday, 9:00 - 14:00

## **ASSESSMENTS:**

- 1- attendance in class 25%
- 2- team assignment 25%
- 3- individual assignment 50%

## **COURSE TIME TOTAL 85HOURS:**

- 1- Total time of in-class work = 50hours
- 2- Preliminary assignment = 10hours
- 3- Preparation = 25hours

## **SKILLS**

After this training you are able to describe and analyse disputes between people and between organisations and to create value by negotiating stable and lasting solutions or agreements based on the Harvard Method and its related tools. Conflict resolution by negotiation requires that you can master a variety of mainly personal communication skills:

listening, interviewing, briefing, writing, presenting, holding meetings and consulting skills. You will work in small teams and use your creative talent in working out different real-world based cases.

## **SYLLABUS**

### **1<sup>st</sup> week:**

Day 1 - Conflicts and negotiation: Your current approach

- Case: *A Desperate Decision* – how to deal with a problem?
- Organising and evaluating decision-making processes
- Case: *Low Skies* - Negotiating 1 on 1
- The Constructive Negotiator I: types of conflicts and the Conflict Analysis Tool

Day 2 - The Harvard Method

- Case: *Quarania* - Group work
- The Constructive Negotiator II: The Harvard Method and The Seven Element Preparation Tool
- Case: *Allbright* - Negotiating 1 on 1

Day 3 - Assessing your conflict resolution - negotiation style

- Self assessment
- Case: *Passion* - Negotiating 1 on 1
- The Constructive Negotiator III: Multi Criteria Analysis

Day 4 - Cultures, Conflicts & Negotiations

- Ecotonos. A multicultural problem solving simulation
- The Constructive Negotiator IV

Day 5 - Geopolitical conflicts

- Case: *Oil pipeline through Lithuania* - Group work
- Case: *Access to the Sea* (Moldova & Ukraine - Group work

### **2<sup>nd</sup> week:**

Day 1 - What the literature says about negotiations

- Individual presentations literature research Conflict Resolution
- Case: *Travelmania – Fond of Travelling* - Group work

Day 2 - Helping others getting to Yes

- Consulting & mediation - individual

- Case: *Bricks or Content?*

Day 3 - Personality, Communication and Ethics in the negotiation process

- Case: *Enlarge the open area and improve your communication* (Johari & Schulz von Thun)

Day 4 - Bringing it all together

- Case: *Your conflicts, your cases, your solutions* Groups design and write a real life case (business, personal/ issues, geopolitical) and a solution for the two parties involved.

Day 5 - Final presentations & discussion

- Presentation and assessing the real life case studies designed by the groups.

**Literature:**

Fisher, R., and W. Ury (1981) *Getting to Yes. Negotiating Agreement Without Giving In.* Ed. Penguin Group (USA) Inc. New York.

Fisher, R. and S. Brown, *Getting Together. Building Relationships As We Negotiate.* New York 1988

Fisher, R., E. Kopelman, A. Kupfer Schneider, *Beyond Machiavelly. Tools for coping with conflict.* New York 1996.

Stone, D., B. Patton, S. Heen, *Difficult conversations. How to discuss what matters most.* New York 1999.

Course materials, case studies, hand outs etc. will be provided during the training.