



# SYMBIOSIS COLLEGE OF ARTS AND COMMERCE

An Empowered Autonomous College | Under Savitribai Phule Pune University

Reaccredited 'A+' with 3.51 CGPA For Third Cycle By NAAC | COLLEGE with Potential for Excellence

## UG Curriculum

PROGRAM	BA	BA(Hon)	B.Com	B.Com(Hon)	M.Com	MA - Eng	MA- Eco	MA- Psy
Tick ✓								

SEMESTER	1	2	3	4	5	6	7	8
Tick ✓								

SPECIALIZATIONS								
BA	Eco	Eng	Psy	Gen				
Tick ✓								
BCOM	Costing	Banking	Entrep	MKT	Fin & Acc	Mgt Acc	HRM	Bus Analytics
Tick ✓								

Name of the Department	Skills Development
Name of Head of Department	Dr.Neelofar Raina
Title of the Course	Negotiation Skills
Course Code	SKL05
Type of Course (New / Revised)	Revised
Number of Credits	3
Date of Approval by BoS	26/10/21
Date of Implementation	2021

Course Outcomes
C01 Discover and analyze the nature of small and large-scale conflicts.
C02 Simulate good communication skills; by analyzing the influence of gender, cultural differences, persuasion, perception and power in conflict resolution
C03 Assess one's own Negotiating style



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C04 Negotiate as per situation by applying pre-set styles

C05 Role Play & articulate a negotiation and mediation process in real life

## DETAILS OF SYLLABUS

UNIT NUMBER	DETAILS	NUMBER OF LECTURES
1	<b>The Art of Negotiation</b> <ul style="list-style-type: none"><li>• Conflict and negotiations</li><li>• Negotiation vs other social interactions</li><li>• Aspects of negotiation research and practice</li><li>• Aspects of negotiation</li><li>• Situational Role Plays</li></ul>	8
2	<b>Preparation of Negotiation Process</b> <ul style="list-style-type: none"><li>• Goal setting: identifying your goals, options and criteria of success</li><li>• Variables of Negotiation</li><li>• Identifying your BATNA (best alternative to a negotiated agreement)</li><li>• Assessing the other side</li><li>• Learning about catalysts and barriers of successful collaboration</li><li>• Designing a negotiation plan</li><li>• Creating a negotiation team</li><li>• Situational Role Play &amp; Games</li></ul>	8
3	<b>Communication Efficacies in Negotiation</b> <ul style="list-style-type: none"><li>• Listening Skills</li><li>• Questioning Techniques</li><li>• Body Language</li></ul>	8



	<ul style="list-style-type: none"> <li>• Verbal Communication &amp; articulation</li> <li>• Group Negotiation Games &amp; Evaluation</li> </ul>	
4	<b>Actual Negotiation Stage</b> <ul style="list-style-type: none"> <li>• Negotiating Styles</li> <li>• Assessing your and the opponent's style</li> <li>• Role Plays on Style Assessment</li> <li>• 3 phases of actual negotiations: initial phase, exploratory phase and finalization</li> <li>• Tactics for promoting a constructive negotiation climate</li> <li>• Positions and interests in negotiations</li> <li>• 4 negotiation scenarios: win-win, win-lose, lose-win, lose-lose</li> <li>• Experiential Learning Project on Real Life Negotiating Scenarios</li> </ul>	8
5	<b>Closing a Negotiation Deal</b> <ul style="list-style-type: none"> <li>• Closing techniques</li> <li>• Reaching an agreement</li> <li>• Transactional analysis in negotiations</li> <li>• Identifying and neutralizing the dirty tricks in negotiations</li> <li>• Summarizing and Post Evaluation</li> </ul>	8
	<b>Finale Real Life Role Play &amp; Assessment</b>	3
<b>Total Number of Lectures</b>		<b>45</b>
<b>Reference List</b>		
<ol style="list-style-type: none"> <li>1. Fisher, R., Ury, W. (2012). <b>Getting to Yes. Business Books</b></li> <li>2. Cohen, S. (2002). <b>Negotiating Skills for Managers. McGraw-Hill</b></li> <li>3. Ury, W. (1991). <b>Getting Past No: Negotiating With Difficult People. New York:Bantam Books</b></li> </ol>		



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Centre For Skill Development