

THE CYPRUS INTERNATIONAL INSTITUTE OF MANAGEMENT
COURSE UNIT DESCRIPTION

Course Unit Title	COMMUNICATION & NEGOTIATION SKILLS	
Course Unit Code	MB 680	
Type of Unit	Core	
Level of Course Unit	First cycle	
Year of Study	First/second year	
Semester	On demand	
Number of ECTS Credits	6 ECTS	
Course Unit Objectives	The objective of this course is to expose students to best practices in order to apply and develop advanced communication skills. The course will also enhance the participants' competencies to identify negotiation opportunities, select and apply the appropriate tactics for getting the most out of any negotiation, and build sustainable deals.	
Learning Outcomes	On completion of this course students are expected to be able to:	
	CILO 1	Develop advanced verbal and non-verbal communication skills essential in culturally diverse and individually differential settings.
	CILO 2	Develop active listening and observational skills
	CILO 3	Develop constructive feedback skills
	CILO 4	Plan, prepare and deliver an effective business presentation.
	CILO 5	Develop strategies for any negotiating situation based on a decision making process.
	CILO 6	Prepare an effective negotiation plan
	CILO 7	Critically evaluate the use of appropriate tactics for claiming/creating value
	CILO 8	Negotiate effectively taking into account biases and diverse behaviors.
Name of Lecturer(s)	Dr. Adrien Borbely & Dr. Janet Gaiganis	
Mode of delivery	Face to Face	
Prerequisites or corequisites	None	
Course Content	1. Communications exercise	CILO 1,2,3
	2. A framework for communications	CILO 1
	3. Essential skills for communicating with others in an international environment	CILO 2,3
	4. Communications styles	CILO 1,3
	5. Planning a presentation	CILO 4
	6. Presentation skills	CILO 4
	7. Feedback skills	CILO 3
	8. Delivering a presentation	CILO 4
	9. Course summary and assignment setting	CILO 2
	10. The Principles of Negotiation	CILO 5, 6
	11. Effective conflict management	CILO 5,8
	12. Managing the negotiation process	CILO 6,7

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<p>Recommended or required reading</p>	<p><u>Textbook:</u> Mullins, L.J. (2007). <i>Management & Organisational Behaviour</i>, Chapter 6 (8th ed.). Harlow, England: FT Prentice Hall, Pearson Education Ltd</p> <p><u>Further reading:</u> Back, K. (2005). <i>Assertiveness at work</i>. London: McGraw-Hill Jay, R. (2003). <i>How to write proposals & reports that get results</i>. Harlow, England: Pearson Business Maude, B (2011). <i>Managing Cross-Cultural Communication</i>. Principles and Practice, Basingstoke, England: Palgrave Macmillan, Oliver, R. & Janni, N. (2004). <i>Peak performance presentations</i>. London: Spiro Press Patterson, K. et al (2002). <i>Crucial Conversations: tools for talking when stakes are high</i>. New York: McGraw Hill Rodenburg, P. (2007). <i>Presence</i>. London: Penguin Seligman, M.E.P. (2006). <i>Learned Optimism</i> New York: Vintage Fisher, R. & Ury W. (2003). <i>Getting to Yes: Negotiating Agreement without Giving In: The Secret to Successful Negotiation</i>. Random House Business Books. Goldman, A. & Rojot, J. (2003). <i>Negotiation: Theory and Practice</i>. Kluwer Law International. Lax, D. A. (2006). <i>3-D Negotiation</i>. Harvard Business School Press. Lewicki, R. J., Weiss, S. E., & Lewin, D. (1992). Models of Conflict, Negotiation and Third Party Intervention: A Review and Synthesis. <i>Journal of Organizational Behavior</i>, 13(3): 209-252. Lewicki, R.J., Barry, B., & Saunders D. (2010). <i>Negotiation: Readings, Exercises, and Cases: Readings, Exercises and Cases</i>. McGraw-Hill Higher Education. Nikolopoulos, A. (2011). <i>Negotiating Strategically: One versus All</i>. Palgrave MacMillan. Thompson, L. (2004). <i>The Mind and Heart of the Negotiator</i>. NJ: Prentice Hall. Thompson, L. (1990). 'Negotiation behavior and outcomes: Empirical evidence and theoretical issues', <i>Psychological Bulletin</i>, 108, p. 515-532. Volkema, R. (1999). <i>The Negotiation Toolkit: How to get exactly what you want in any business or personal situation</i>. AMACOM. Volkema, R. (2006). <i>Leverage: How to get it and how to keep it in any negotiation</i>. AMACOM. Watkins, M. (2006). <i>Shaping the Game: The New Leader's Guide to Effective Negotiating</i>. Harvard Business School Press.</p> <p><u>Videos:</u> Cuddy, A. (2012) <i>Your Body Language Shapes Who You Are</i> https://www.youtube.com/watch?v=Ks-Mh1QhMc Duarte, N. (2010) <i>The Secret Structure of Great Talks</i> https://www.youtube.com/watch?v=1nYFpuc2Umk#t=18 Pease, A. (2012) <i>Body Language</i> http://www.youtube.com/watch?v=yq7ddpnY-2o</p>
<p>Planned learning activities and teaching methods</p>	<p>Lectures; in-class discussions and debates; team work; presentations; peer evaluation; peer-to-peer instruction; questionnaire analysis; networking activities; "live" project, video case studies; negotiations; role playing exercises.</p>
<p>Assessment methods and criteria</p>	<p>15% Individual presentation – assessed by peers 15% Assessment of peers – written comments assessed by instructor 70% Individual assignment</p>
<p>Language of Instruction</p>	<p>English</p>
<p>Work Placement(s)</p>	<p>Not applicable</p>

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