



Module Structure

Module Title : Negotiation Skills

Module Code : HTMM302

Programme of Study/Year of Study : Hospitality and Tourism Management/Year 3

Group : HTMIII **Semester :** Fall

Number of Hours Taught : 2 per week **ECTS :** 2

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Pre-requisite(s) : No previous background assumed

Module Rationale

This module is designed to help students to develop skills for more effective negotiation both within and outside the organisation. It will also help them to realise that negotiation is the art to business success. Organisations negotiate every day and it is important to equip students with the proper skills and knowledge to do just that.

Aims

This course aims to refine students' personal skills and behaviors as negotiators, helping them to develop negotiating strategies and approaches to complex negotiations. They will learn to deal with difficult situations and interpersonal conflicts and gain the confidence they need to resolve a point of difference, or the advantage in the outcome of a discussion.

Intended Learning Outcomes

On successful completion of this module, students will be able to:

1. Understand the definition of negotiation
2. Identify the importance of using the three principles of mutuality, proactivity and R.E.S.P.E.C.T.
3. Review some fundamental aspects of human beings
4. Analyse the four basic areas of Emotional Intelligence (EQ) and relate them to the negotiation process
5. Recognise and learn how to work with different negotiation styles
6. Identify the principles of ethical influence



7. Identify conflict and ways to handle them
8. Identify the negotiation fundamentals
9. Analyse trading as the fourth phase of negotiating and know how to prioritised list of concessions to trade
10. Understand the importance of evaluation to help you learn and identify opportunities for the next negotiation.

Delivery Methods:

Lectures, role playing, case studies, coursework, activities

Assessment:

Tests	20%
Coursework/Activities	20%
Mid-term	20%
Final Examination	40%

Module Requirements

Refer to the students' manual for the module requirements.

Module Plan and Content

Week	Dates	Topics to be Covered	Reference Chapter / Material
1.	02/10-05/10	Definition of negotiation	Chapter 1
2.	08/10-12/10	(PART I) The People in the Process: <ul style="list-style-type: none"> • Valuing, mutuality, proactivity and R.E.S.P.E.C.T. 	Chapter 1
3.	15/10-19/10	<ul style="list-style-type: none"> • Valuing, mutuality, proactivity and R.E.S.P.E.C.T • Test/Exercise 	Chapter 1
4.	22/10-26/10	<ul style="list-style-type: none"> • Reviewing Human Fundamentals • Test 	Chapter 2
5.	29/10-02/11	<ul style="list-style-type: none"> • Expanding Emotional Intelligence • Test/Exercise 	Chapter 3
6.	05/11-09/11	<ul style="list-style-type: none"> • Working with Negotiating Styles 	Chapter 4
7.	12/11-16/11	<ul style="list-style-type: none"> • Working with Negotiating Styles • Test/Exercise 	Chapter 4
8.	19/11-23/11	<ul style="list-style-type: none"> • Integrating Six Principles of Ethical Influence 	Chapter 5
9.	26/11-30/11	<ul style="list-style-type: none"> • Integrating Six Principles of Ethical Influence • Mid-Term • Dissolving Conflict 	Chapter 5 Chapter 6
10.	03/12-07/12	(PART II) The Negotiating Process: <ul style="list-style-type: none"> • Understanding Negotiation Fundamentals 	Chapter 8
11.	10/12-14/12	<ul style="list-style-type: none"> • Concretising “Why”, “What” and “How” 	Chapter 10
12.	17/12-21/12	<ul style="list-style-type: none"> • Evaluating for Improvement 	Chapter 15
13.	07/01-11/01	<ul style="list-style-type: none"> • Revision 	

Essential Reading

- Hornickel, J. 2014. *Negotiating Success*. New Jersey: Wiley

Additional Reading

- Lewicki, R., Barry, B. and Saunders, D. 2010. *Negotiation*. 6th ed. Singapore: McGraw-Hill Education
- Reardon K. 2005. *Becoming a Skilled Negotiator*. New Jersey: Wiley



