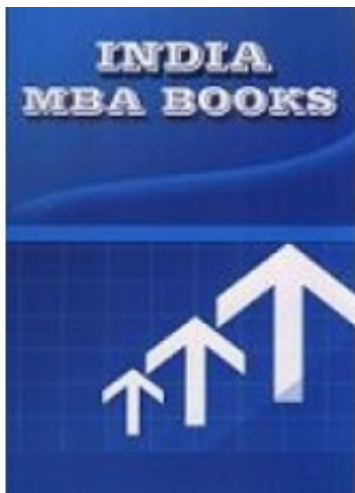


CONFLICT MANAGEMENT AND NEGOTIATION SKILLS SOLVED NOTES EBOOK CHAPTERWISE



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Description

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PREVIEW OF CHAPTERS SYLLABUS

CONFLICT MANAGEMENT AND NEGOTIATION SKILLS

Description

- 1. Conflict: Different thoughts on conflict, Constructive and Destructive Conflict, Conflict, Chaos and**

complexity theories, Systems approach to conflict Diagnosis. Managing, using, resolving conflict through

negotiation.

- 2. Personality: Facets of Personality and its impact on Negotiation Approach and Temperament. Selfmonitoring, competitiveness and type A and type B personality, Jungian personality preferences, Four main**

alternative Preferences and Temperaments. Mental Mechanisms: Major and Minor mental mechanisms

- 3. Negotiation: All Human Interaction is Negotiation, Negotiation and its components, Personal nature of**

Negotiation, Conscious and Unconscious determinants of Negotiation performance, Rules of Negotiation,

Negotiation process and preparation, Team negotiation

- 4. Negotiation Style: Four major Negotiation Styles (Avoidance, Competitive,**

Compromising and

Collaborative), choosing the appropriate style, Alternative styles, strategies and techniques of negotiation

- 5. Understanding the importance of perception, power, communication and leadership and public relations in**

negotiation. Principles of persuasion, Third party intervention.

- 6. Distributive Bargaining: Classical distributive bargaining, Opening offers, Role of norms, Counteroffers.**
- 7. Integrative Bargaining: Integrative versus Distributive Bargaining, The Categorization Method, Interested**

based Bargaining.

- 8. Gaining leverage through power and persuasion: leveraging power from your BATNA (Best Alternative To a**

Negotiated Agreement), leveraging the sources of power, leveraging power through persuasion, leverage

power through pressure tactics.

- 9. Ethics, fairness, and trust in negotiation: Ethics -values and behaviours in negotiations, Fairness -substantive and procedural fairness in negotiation, appropriate or inappropriate negotiating tactics, Trust –**

bases and relationship in negotiating trust, trust and distrust, establishing trust.

- 10. Closing the Deal and Post Negotiation Evaluation:agreement template, closingstage, moving past statement and building a relationship.**

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