



**UNIVERSITI TEKNOLOGI MARA**

**MPC742: NEGOTIATION AND FACILITATION**

<b>Course Name (English)</b>	NEGOTIATION AND FACILITATION <b>APPROVED</b>
<b>Course Code</b>	MPC742
<b>MQF Credit</b>	3
<b>Course Description</b>	This course provides an avenue for applying appropriate language and communication skills to facilitate effective teamwork. The course raises students' awareness of the relationship between behaviour and performance at the workplace. It exposes students to strategies to facilitate and build a team. It emphasises the importance of recognising strengths and weaknesses in team members and the development of leadership skills. The course culminates in a workplace related project that allows students to demonstrate their team building and leadership skills.
<b>Transferable Skills</b>	<ul style="list-style-type: none"> <li>- Demonstrate ability to critically analyse and evaluate issues related to professional communication</li> <li>- Demonstrate ability to communicate effectively using appropriate language and communication strategies</li> <li>- Demonstrate ability to negotiate and facilitate at workplace</li> <li>- Demonstrate ability to maintain successful teams</li> <li>- Demonstrate ability to facilitate, mentor and coach peers at workplace &amp; academic contexts</li> <li>- Demonstrate ability to face challenges and solve them</li> <li>- Demonstrate ability to make by recognising behavioural strengths and weaknesses</li> <li>- Demonstrate ability to design and resolve conflicts at workplace</li> </ul>
<b>Teaching Methodologies</b>	Lectures, Blended Learning, Seminar/Colloquium, Case Study, Reading Activity, Simulation Activity, Problem Based Learning (PBL), Discussion, Presentation, Workshop, Small Group Sessions, Self-directed Learning, Computer Aided Learning, Role Play, Collaborative Learning, Project-based Learning, Problem-based Learning
<b>CLO</b>	<p>CLO1 Demonstrate the different negotiation strategies to create successful interactions at the workplace. (A3)</p> <p>CLO2 Analyse critical incidents concerning negotiation strategies at the workplace and have a group discussion to suggest ways to resolve workplace related conflicts. (A3)</p> <p>CLO3 Justify appropriate resolutions for conflicts by employing negotiation strategies to facilitate team work at the workplace (C5)</p>
<b>Pre-Requisite Courses</b>	No course recommendations
<b>Topics</b>	
<p><b>1. 1. Communication theories at the workplace</b></p> <p>1.1) Natural negotiation</p> <p>1.2) A long-term respectful relationship</p> <p>1.3) Successful negotiation to balance our own needs</p> <p>1.4) Individualists, Cooperators, Competitive, Altruists</p> <p>1.5) bargaining relationship, its strengths and weaknesses</p>	
<p><b>2. 2. Nature of teams, teamwork and team performance</b></p> <p>2.1) The purpose of creating teams</p> <p>2.2) Team Performance at workplace</p> <p>2.3) The role of teams in organizations</p> <p>2.4) Qualities of successful teams</p> <p>2.5) Strategies for building a successful team</p>	

- 3.3. Facilitation, mentoring and coaching teamwork**  
3.1) Strategies to facilitate team  
3.2) Career growth/Succession Planning  
3.3) Reward team performance: Appraisal/ Monthly recognition  
3.4) Establish roles and responsibilities

- 4.4. Teamwork challenges and team decision-making**  
4.1) Teamwork challenges  
4.2) Team Decision-Making: The Kolb Experiential Learning Model  
4.3) Discuss & Discover  
4.4) Self-awareness and self-reflection  
4.5) Recognising behavioural strengths and weaknesses

- 5.5. Roles of leadership in the teamwork**  
5.1) Keep the team accountable  
5.2) Empower team members  
5.3) Be precise clear and specific  
5.4) Find a solution together  
5.5) Give objective and constructive feedback

- 6.6. Workplace conflicts analysis and resolutions**  
6.1) Defining the problem  
6.2) Design: Gathering information  
6.3) Develop: Choosing best possible option  
6.4) Deliver Plan and execute  
6.5) Take follow up action

Assessment Breakdown		%		
Continuous Assessment		100.00%		
Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Final Project	Resolve workplace conflicts Part A: Writing of Research Paper To write a brief research paper analysing negotiation and facilitation strategies employed to resolve conflicts at the workplace. Part B: Oral Presentation To present orally the research results by highlighting negotiation and facilitation strategies used at the workplace.	35%	CLO3
	Presentation	Resolve workplace conflicts by employing suitable negotiation and facilitation strategies. Part A: Prepare an outline of the provided situation concerning the workplace. Part B: Discuss by formulating ideas and suggesting (Oral Presentation) ways to resolve conflicts at the workplace with the support of the negotiation and facilitation strategies and theories .	35%	CLO2
	Quiz	Quiz: Part A: Structured questions related to workplace negotiations. Part B: Short essay Students write a response based on workplace situations.	30%	CLO1
Reading List	Recommended Text	<ul style="list-style-type: none"> <li>• Fisher, R. , Ury,W. L. &amp; Patton, B. 2011, <i>Getting to Yes: Negotiating Agreement Without Giving In</i>, 3rd Ed., Penguin Harvard [ISBN: 10: 014311875]</li> <li>• Peter T. Coleman,Morton Deutsch,Eric C. Marcus 2014, <i>The Handbook of Conflict Resolution</i>, 3rd Ed., John Wiley &amp; Sons [ISBN: 9781118810323]</li> <li>• Owen Hargie 2016, <i>Skilled Interpersonal Communication</i>, 6th Ed., Taylor &amp; Francis London [ISBN: 9781317584568]</li> <li>• Bazerman, M. H., Bohnet, I., Bowles, H. R., &amp; Loewenstein, G. 2018, <i>Linda Babcock: Go?getter and Do?gooder.</i>, 11(2) Ed., <i>Negotiation and Conflict Management Research</i>,</li> </ul>		
Article/Paper List	Recommended Article/Paper Resources	<ul style="list-style-type: none"> <li>• 2. Oostinga, M. S. D., Rispens, S., Taylor, P. J., &amp; Ufkes, E. G. 2018, High?Stakes Conflicts and the Link between Theory and Practice: Celebrating the Work of Ellen Giebels., <i>Negotiation and Conflict Management Research</i>, 11(2), 22 <a href="https://doi.org/10.1111/ncmr.12123">https://doi.org/10.1111/ncmr.12123</a></li> <li>• 1. Bazerman, M. H., Bohnet, I., Bowles, H. R., &amp; Loewenstein, G. 2018, Linda Babcock: Go?getter and Do?gooder., <i>Negotiation and Conflict Management Research</i>, 11(2), 15 <a href="https://doi.org/10.1111/ncmr.12115">https://doi.org/10.1111/ncmr.12115</a></li> <li>• 3. Hogan, M., Frey, L. R., Kim, Y. Y., &amp; Clements, K. 2017, A Journey within the Theory–Practice Nexus of Conflict Management: Contributions of IACM Rubin Award Recipient Benjamin Broome., <i>Negotiation and Conflict Management Research</i>, 11(2), 22 <a href="https://doi.org/10.1111/ncmr.12116">https://doi.org/10.1111/ncmr.12116</a></li> </ul>		
Other References	This Course does not have any other resources			