

Negotiations and Conflict Resolution

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Learning objectives:

Knowledge: understanding the dynamics of conflicts, psychological mechanisms, and learning the main negotiation strategies and techniques.

Skills: ability to independently prepare for negotiations, diagnosing the type of conflict, and effective argumentation

Social competencies: increasing emotional intelligence in tense situations, assertive defense of personal boundaries, and building long-term relationships.

	Topic
1 (2h)	Foundations of effective communication
2 (2h)	Tools for building rapport
3 (2h)	Anatomy and psychology of conflict
4 (2h)	Conflict response styles
5 (2h)	Foundations and strategies of negotiation
6 (2h)	Strategic preparation
7 (2h)	Negotiation techniques and tactics
8 (2h)	Defending against manipulation and pressure
9 (2h)	Managing emotions, impasse, and mediation
10 (2h)	Final simulation and evaluation

Assessment criteria: 50% – active participation in classes and simulations; 50% – final project.