



THE ART OF NEGOTIATION AND CONFLICT RESOLUTION IN BUSINESS

CURRICULUM

NO.	TOPIC	TIME ALLOTTED	LEARNING OUTCOMES
1	Conflict Resolution	2 hours	Understanding one's own Conflict Resolution Style using the TKI Questionnaire
2	Origins of Negotiations in Game Theory	2 hours	The evolution of Negotiation and its roots in Game Theory Case: Prisoner's Dilemma
3	Coalitions and Distributing Value	2 hours	Distributing value using Shapley's Value Case: Cookie Business
4	Language of Distributive Negotiation	2 hours	Understanding the concepts, terms and dynamics of Distributive Negotiation Case: The Office Negotiation
5	Claiming Value Through Negotiation	2 hours	Understanding the practical applications of the concepts learned Exercise: Sally Soprano
6	Anchoring as a technique in Negotiation	2 hours	Using anchoring to focus the discussion and end nearer to the other's reservation value Case: Video
7	Mirroring & Labelling	2 hours	Using the techniques of mirroring and labelling to gather information and pressure close Video Film
8	Framing & Dealmaking	2 hours	Using different frames to focus on the issues at hand and reach a closure Video Discussion
9	Integrative Negotiation	2 hours	The 4-Step method of Principled Negotiation that produces win-win situations Video Workshop
10	BATNA	2 hours	Developing one's BATNA and learning how and when to quit
11	Hardball Tactics	2 hours	Dirty tricks that negotiators sometimes use to bully others to achieve their ends
12	Handling Tough Negotiators & Salary Negotiations	2 hours	Preparing to meet tough negotiators who might stonewall or present roadblocks

13	Cultural Aspects of Negotiation	2 hours	How different cultures across the world approach a negotiation. What to expect and how to handle them.
14	Dynamics of International Cartels	2 hours	Using the OPEQ Simulation created by HBR to introduce participants to the dynamics of an oligopoly Exercise: OPEQ Simulation
15	Capstone Negotiation	2 hours	Practical application of all the techniques and tips learned through the course to negotiate on behalf of a company Exercise: MyPhone negotiation

APPLICATION-BASED PROJECTS/CASE STUDIES

NO.	CASE/EXERCISE	LEARNING
1	Sally Soprano	Dynamics of Distributive Negotiation
2	Office Case	Explains how to build the ZOPA and the process of distributive negotiation
3	Thomas Kilmann Instrument	To identify your conflict management style
4	Prisoner's Dilemma	Illustrates the win-win from game theory
5	Cookie Case	Illustrates Shapley Value of game theory
6	A Load of Bullsh*t	Case illustrating how to convert a distributive situation into an integrative negotiation
7	Mars Pen Case	Integrative negotiation in an international sphere
8	Presidential Campaign	Illustrating anchoring to achieve goal
9	OPEQ Simulation	How oligopolies negotiate, using HBR Simulation
10	MyPhone Simulation	How corporations negotiate to meet their interests