

**SYLLABUS**  
**PROGRAM OF PUBLIC MANAGEMENT AND POLICY IN ENGLISH**  
**(E-PMP)**

LEVEL OF EDUCATION: UNDERGRADUATE

TYPE OF EDUCATION: FULL-TIME

**1. GENERAL INFORMATION**

- *Course title (Vietnamese):*      **Đàm phán**
- *Course title (English):*         **Negotiation**
- *Course code:*                      **EPMP1103**
- *Knowledge group:*                **Professional Education**  
    **(Major's knowledge)**
- *Credit:*                                **3**
- *Prerequisite courses:*            **No**

**2. THE DEPARTMENT IN CHARGE: Economics Management**

**3. DESCRIPTION**

This course provides knowledge related to negotiation in management. The new theories in negotiation, models, techniques, and strategies in negotiating for managers will be delivered to students.

**4. REFERENCES**

**Required textbooks:** Negotiation 6th edition; by Roy J Lewicki, Bruce Barry, David M Saunders; Mc Graw Hill Publishers

**Other references:** Handout

**5. COURSE OBJECTIVES**

<b>Goal (Gx)</b>	<b>Description</b>	<b>PLO</b>	<b>Level</b>
<b>[1]</b>	<b>[2]</b>	<b>[3]</b>	<b>[4]</b>
G1 (Knowledge)	Understand and apply the core concepts of negotiation, as well as the major components of the negotiation process and negotiation styles.	KT3	3

	Analyze organizational management issues and conditions, political, social economic and international contexts, and ethical issues as the basis for negotiation.		
G2 (Skill)	Having the ability to conduct problem analysis and problem-solving processes, integrate verbal and written communication to communicate messages, control tasks, and adapt well in situations requiring English negotiation.	KN4 KN5	4 3
G3 (Level of autonomy and responsibility)	Become a global citizen and act with social responsibility. Compliance with the law, personal ethical principles and professional standards of conduct.	NLTC1	4

#### 6. COURSE LEARNING OUTCOME:

Goal	CLO (CLOx.x)	Description	Level
[1]	[2]	[3]	[4]
G1 (Knowledge)	CLO1.1	Understand and apply the basic principles of negotiation, the key elements of the negotiation process and types of negotiation.	3
	CLO1.2	Be able to analyze the management problems and conditions of the organization to serve as the basis for the negotiation.	3
	CLO1.3	Be able to analyze the political, economic, social, and international context and offer a way to adjust negotiations in a broader view of processes for conflict management.	3
	CLO 1.4	Understand and analyze ethical issues in negotiation.	4
G2 (Skill)	CLO2.1	Ability to conduct problem analysis and problem-solving processes in negotiation.	3
	CLO2.2	Integrate verbal and written	4

		communication to communicate well in situations requiring English negotiation.	
	CLO 2.3	Self-controlling and be adaptable in volatile situations.	3
G3 (Level of autonomy and responsibility)	CLO3.1	Become a global citizen and act with social responsibility.	4
	CLO3.2	Compliance with the law, personal ethical principles, professional standards of conduct.	4

## 7. COURSE ASSESSMENT

Form of evaluation	Content	Time	CLO	Evaluation criteria	Ratio (%)
[1]	[2]	[3]	[4]	[5]	[6]
Evaluate the learning process	Assessments are based on attendance and the degree of positivity in constructing statements	From week 1 to week 12		<ul style="list-style-type: none"> <li>- Full class participation level.</li> <li>- The level of lesson preparation from home (complete, thorough)</li> <li>- Level of participation in answering lecturers' questions (number of times and quality of answers)</li> <li>- Level of participation in questioning with lecturers' lecture (number of times and question quality)</li> </ul>	10%
Mid-term review	Individual assignments will be in the form of	Week 7	CLO 1.1, CLO 1.2, CLO 1.4, CLO 2.1,	The level of individual homework completion (on time, the quality of the	20%

	homework.		CLO 3.2	assignments, skills, and the level of autonomy and responsibility).	
Mid-term review	Group assignment in the form of homework or group discussion. The class will be divided into 10 groups. One group have maximum of 5 students.	Sessions 10-12	CLO1.1, CLO1.2, CLO1.3, CLO1.4, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2	The level of completion of group assignments, presentations (on time, quality of content and presentations, response to the level of autonomy and responsibility).	20%
End-of-term evaluation	Exam applies the concepts discussed in the course. Consists of 2 parts: the first part is the choice question, or the true / false questions, the second part is a short answer / essay questions that may arise when		CLO1.1, CLO1.2, CLO1.3, CLO1.4, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2	The level of completion of the individual test at the end of the term (The quality of the test is linked to the attainment of knowledge, skills and the level of autonomy and responsibility)	50%

	<p>students need to apply the skills of negotiation. The final exam will cover many different discussed topics during the period.</p>				
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\* The module uses turnitin software to assess academic integrity

### 8. TEACHING PLAN

Week/ Session	Contents	CLO	Activities	Assessment
[1]	[2]	[3]	[4]	[5]
1	<p>Characteristics of a negotiated situation</p> <p>Interdependence</p> <p>Mutual adjustment</p> <p>Conflict</p> <p>Working group</p>	<p>CLO1.1, CLO1.2, CLO1.4, CLO2.1, CLO3.2</p>	<p><b>Study at home:</b> Read week 1 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>	<p>Evaluate the learning process, attitude, level of initiative and positivity in learning</p> <p>10%</p>
2	<p>Distribution negotiation situation</p> <p>Tactical mission</p> <p>Position assumed in the negotiation process</p>	<p>CLO1.1, CLO1.2, CLO1.4, CLO2.1, CLO3.2</p>	<p><b>Study at home:</b> Read week 2 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class</p>	<p>Personal exercises: 20%</p> <p>Group exercises,</p>

	<p>Commitment</p> <p>Close negotiation</p> <p>Hard ball tactics</p> <p>Get familiar with integrated negotiation</p> <p>An overview of the integrated negotiation process</p> <p>Key steps in integrated negotiation process</p> <p>Factors that facilitate successful integration negotiations</p> <p>Why is integration negotiation difficult?</p>		<p>discussion): 1 session</p> <p>presentations 20%</p>
3	<p>Target - focus on promoting negotiation strategy</p> <p>Strategy - the overall plan to achieve the goal</p> <p>Understand the steps of negotiations - phases and segments</p> <p>The planning process</p> <p>Perception, consciousness and emotion</p> <p>Awareness</p>	<p>CLO1.1, CLO1.2, CLO1.4, CLO2.1, CLO3.2</p>	<p><b>Study at home:</b> Read week 3 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>

	<p>Framed</p> <p>Misperceptions in negotiation</p> <p>Managing misperceptions and cognitive biases in negotiation</p> <p>Mood, emotions and negotiation</p>			
4	<p>Communication - the basic model of communication</p> <p>What is communication during negotiation?</p> <p>How people communicate during negotiation</p> <p>How to improve communication in negotiation</p> <p>Consider special communication at the conclusion of a negotiation</p> <p>Find and use the power of negotiation</p> <p>Why is power so important to negotiation?</p> <p>Definition of power</p> <p>Source of power</p> <p>Deal with powerful</p>	<p>CLO1.1, CLO1.2, CLO1.4, CLO2.1, CLO3.2</p>	<p><b>Study at home:</b> Read week 4 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>	

	people		
5	<p>Affection</p> <p>Two routes of influence</p> <p>Central route of influence</p> <p>Peripheral routes affected</p> <p>The role of the recipient</p> <p>Ethics in negotiation</p> <p>Example of negotiation ethics</p> <p>Definition and the importance of ethics in negotiation</p> <p>Four approaches to ethical reasoning</p> <p>Ethical behavior in negotiation</p> <p>Fraud tactics - motivations and consequences</p> <p>Factors form a tendency to negotiate, using unethical tactics</p> <p>How can negotiators deal with the other party using deception</p>	<p>CLO1.1,</p> <p>CLO1.2,</p> <p>CLO1.4,</p> <p>CLO2.1,</p> <p>CLO3.2</p>	<p><b>Study at home:</b> Read week 5 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>
6	<p>Understand negotiation in relationships</p> <p>The forms of relationship</p>	<p>CLO1.1,</p> <p>CLO1.2,</p> <p>CLO1.4,</p> <p>CLO2.1,</p>	<p><b>Study at home:</b> Read week 6 materials at home in advance</p> <p><b>Teaching and learning in class</b></p>



	<p>Factors in negotiating management in relations</p> <p>Agents, voters</p> <p>Number of parties involved in the negotiation</p> <p>How agents, voters and audiences influence negotiations</p> <p>Advice for voter and audience management agents</p> <p>When to use an agent</p> <p>Management agent</p>	CLO3.2	<p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>	
7	<p>The situation has more than two parties involved</p> <p>League</p> <p>How the alliance formed and developed?</p> <p>The standard for alliance decision-making</p> <p>Multilateral and team groups</p> <p>The nature of multilateral negotiation</p> <p>Manage multi-party negotiations</p> <p>Negative negotiations alternate</p>	CLO1.1, CLO1.2, CLO1.4, CLO2.1, CLO3.2	<p><b>Study at home:</b> Read week 7 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>	

8	<p>Personal differences I - gender and negotiation</p> <p>Gender and gender determination</p> <p>Research on gender differences in negotiation</p> <p>Personal Difference II - Personality and Ability</p> <p>Early research on differences and personal negotiation</p> <p>Personality and negotiation</p> <p>The ability to negotiate</p> <p>Another approach - study successful negotiations</p>	<p>CLO1.1, CLO1.2, CLO1.4, CLO2.1, CLO3.2</p>	<p><b>Study at home:</b> Read week 8 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>	
9	<p>International negotiations and cultural differences</p> <p>International negotiation - Art and science</p> <p>What makes international negotiations different</p> <p>Cultural and negotiating concept</p> <p>The influence of culture on negotiations - management perspectives</p>	<p>CLO1.1, CLO1.2, CLO1.3 CLO1.4, CLO2.1, CLO2.2, CLO3.1, CLO3.2</p>	<p><b>Study at home:</b> Read week 9 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>	

10	<p>The influence of culture on negotiation; research point of view</p> <p>Negotiation strategy meets culture</p> <p>Negotiate conflict management</p> <p>The nature of dealing is difficult negotiations and why they happen</p> <p>Fundamental mistakes cause impulse and stop impulse</p> <p>How to</p>	<p>CLO1.1, CLO1.2, CLO1.3 CLO1.4, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2</p>	<p><b>Study at home:</b> Read week 10 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>	
11	<p>Managing difficult negotiations</p> <p>Manage implicit negotiations and social contracts</p> <p>Meet the other sides of hard negotiation and distribution tactics</p> <p>Negotiate when the other side has more power</p> <p>Note when dealing with ultimatums</p> <p>Respond when the opponent is in trouble</p>	<p>CLO1.1, CLO1.2, CLO1.3 CLO1.4, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2</p>	<p><b>Study at home:</b> Read week 11 materials at home in advance</p> <p><b>Teaching and learning in class</b></p> <p>Lecture: 3 sessions</p> <p>Discussion (group discussion and class discussion): 1 session</p>	

12	<p>The third-party approach to managing negotiators is difficult</p> <p>Add a third party to the two-party negotiation process</p> <p>Types of third party interventions - formal interventions</p> <p>Unofficial intervention method</p> <p>Alternative dispute resolution system</p>	<p>CLO1.1, CLO1.2, CLO1.3 CLO1.4, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2</p>	<p><b>Study at home:</b> Read week 11 materials at home in advance</p> <p><b>Teaching and learning in class</b> Lecture: 3 sessions Discussion (group discussion and class discussion): 1 session</p>	
	Exam finish the course	<p>CLO1.1, CLO1.2, CLO1.3 CLO1.4, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2</p>	Exam test individual: 90 minutes	Multiple choice and essay test: 50%

## 9. COURSE REQUIREMENT

### 9.1. Rules of class participation

- Students are responsible for attending all classes. In case of absence from school due to force majeure reasons, there must be sufficient and reasonable proofs.
- Students are responsible for actively researching documents, proactively preparing lessons before going to class according to the instructions and requests of lecturers.
- Students who miss more than 20% of the lessons of the subject will be considered as not complete the course and have to enroll again.
- Students who submit individual and group assignments late compared with the prescribed time of the instructors will receive a score of 0 for that assignment.

- Regarding the exchange between lecturers and students: Encourage students to participate in discussions (groups and individuals), give direct feedback with teachers about the content of the module, teaching and learning methods, teaching materials and read. Lecturers also encourage students to give feedback on the form, methods and contents of the tests, and to evaluate students' learning results. Students can communicate with lecturers in class, during office hours or via email. The valuable student feedback contributes to improve the teaching and learning quality of the module

## **9.2. Rules of classroom behavior**

- The course is conducted on the principle of respect for learners and teachers. All acts that interfere with the teaching and learning process are strictly prohibited.

- Students need to actively participate in lectures in class through discussions with teachers (answer and ask questions) and group discussions, presentations

- Students must go to school on time. Students who are late more than 10 minutes after class starts will not be able to attend the class.

- Absolutely not make noise, affect others in the learning process.

- Absolutely not eat, drink, chew gum, use devices such as phones, music players during class.

- Laptops and tablets are only used for the purpose of recording lectures, calculating for lectures, exercises, absolutely not used for other purposes.

*Hanoi, Date Month Year 20*

**DEAN OF FACULTY**

**(Signed)**

**PRINCIPAL**

**(Signed)**