



**UG – 1st to 3<sup>rd</sup> Semester (NEP)**  
**Subject: -Bachelor of Business Administration**

**Course Title: Counselling & Negotiation Skills for Managers (MD)**

**Course Code: UGMGT220D101**

**Total Credits: 03(Theory: 03)**

**Objective:** The objective of this course is to provide insights into handling behavioural issues at work place by developing counselling skills. It is also intended to facilitate an understanding of the structure and dynamics of negotiation.

**Learning Outcomes:** A student will be able to know and understand how negotiation process works and how it can be used to avoid conflicts and increase synergy in a work environment.

<b>Unit I</b>	<b>Introduction</b>
	a) Counselling: Introduction, b) Approaches to Counselling, Goals and Process of Counselling c) Counselling Procedures and Skills, Organizational Application of Counselling Skills. Changing Behaviours through Counselling d) Specific Techniques of Counselling; Role conflicts of Managers and Counselling
<b>Unit II</b>	<b>Counselling in Organisation</b>
	a) Application of Counselling in Specific Organizational Situations b) Dealing with problem Subordinates; Performance Management c) Alcoholism and Other Substance Abuse d) Ethics in Counselling. Negotiation:
<b>Unit III</b>	<b>Negotiation</b>
	a) Types and styles of negotiation; strategies and tactics; barriers in effective negotiation, Communication b) Style, Breaking Deadlocks, Role of trust in negotiations; negotiation and IT; c) ethics in negotiation; cultural differences in negotiation styles; gender in negotiations; context of mediation; negotiation as persuasion

**Suggested Readings:**

- Singh Kavita - Counselling Skills for Managers (PHI)
- Carroll, M.: Workplace counseling, Sage Publication.
- Kottler, J. A., & Shepard, D. S.: Introduction to counselling: voices from the field, USA: Cengage Learning.
- Moursund, J.: The Process of counselling and therapy, New Jersey: Prentice Hall.
- Patterson, L. E., & Welfel, E. R.: The counselling process: A multi- theoretical integrative approach, New York: Brooks Cole.
- Kolb, D., & Williams, J.: The Shadow Negotiation. UK: Simon & Schuster.
- Korobkin, R.: Negotiation theory and strategy, Aspen Publisher.