

Discipline: Management Psychology

Annotation

Labor intensity: 2 ECTS, 72 academic hours.

Final control form: test

Theoretical foundations of the psychology of business communication, communication techniques and technologies of business communication in tourism.

Negotiation is a type of communication in which the parties try to persuade each other, to achieve their short term or long-term goals through, for example, a compromise or softening their negotiating positions. Among the theories and negotiation strategies, there are two main strategies that can be grouped into distribution and

integrative. Distribution negotiations are an approach to negotiations in which the parties are trying to separate something (win-lose approach), while the integrative negotiation approach is an approach in which the parties agree together and find a mutually beneficial solution during negotiations (win-win approach). Distribution

negotiations are defined in theory as more competitive, in which the parties conduct struggle to win, while the integrative approach is a closer approach cooperation.

The purpose of this course is to develop students' basic knowledge in the field negotiations, familiarization with the psychology of negotiations as a scientific discipline and its place in negotiation theory. Providing students with theoretical knowledge and development skills of psychological approaches in the psychology of negotiations.

Discipline objectives:

- to form students' knowledge of the basics and types of negotiations;
- to acquaint students with the basic rules of negotiation;
- develop students' skills in complex negotiations and decision-making;
- to form students' skills and abilities in the field of business communication;
- develop students' emotional competence skills;
- to acquaint students with verbal and non-verbal communication;
- to form students' skills of intercultural communication;
- to acquaint with the basic psychological approaches of the negotiation process;
- to give students the opportunity to try their knowledge with practical examples.

Relationship with other disciplines of the direction of training "Tourism"

This discipline is closely related to such disciplines as "Fundamentals of Management", "Strategic management", which includes elements that are broadly used in the negotiation process.

Requirements for the initial levels of knowledge and skills of students

When studying the discipline, course participants must have basic knowledge in the field psychology and management.