

## Master of European and International Private Banking

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Course Title:	<b>Negotiation and Conflict Resolution in Banking</b>
Hours:	20
ECTS Credits:	3
Instructor:	Ms. Ioana VADASAN <i>Associate Professor</i>

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### ➤ **DESCRIPTION AND LEARNING OBJECTIVES OF THE COURSE**

Since the beginning of time, people from all cultures and nations have had to solve problems, negotiate agreements, and solve conflicts among members of their own group or between members of their society and that of others.

The learning objectives of this course are the following: to understand how to solve problems and how to negotiate in an international and intercultural context; to know how to communicate, cooperate, compete and engage in conflict with people from other cultures; to know how to develop a business relationship across cultures; to evaluate the potential outcome of problem solving or negotiation with people from other culture; to understand how to work with individuals and groups with diverse backgrounds; to become familiar with problem-solving or negotiation approaches from other cultures; to negotiate effectively with Americans, Arabs, Asians, and European.

### ➤ **TOPICS OF EACH SESSION OR SUMMARY OF THE COURSE**

The *first part* of the course provides a general overview of how culture affects conflict and negotiations, presents a framework for understanding cultural variables, explores general strategies for dealing with cultural differences, and describes several key cross-cutting issues.

The *second part* is a step-by-step guide to international and intercultural negotiations, working through preparation, early negotiations, issue identification, exploration of needs and interests, problem-solving and option generation, and reaching and implementing agreements. This part provides information on cultural variations, as well as suggested strategies for working across cultural differences.

The *third part* presents the cultural patterns of different nations, from Europe, Asia, Africa or America.

### ➤ **EVALUATION AND GRADING**

Attendance and participation:	20%
Midterm exam:	40%
Final Exam:	40%

### ➤ **BIBLIOGRAPHY**

Elashmawi Farid, "Competing globally: mastering multicultural management and negotiations", 2001, ISBN: 9780877193715.

Lewicki Roy, Barry Bruce, Saunders David, "Negotiation: Readings, Exercises, and Cases", 2011, 5<sup>th</sup> edition, ISBN: 9780073530369.

Moore Christopher, Woodrow Peter, "Handbook of global and multicultural negotiation", 2010, 1<sup>st</sup> Edition, ISBN: 9780470440957.