

BBA III Year	BBA-E521/621		Semester-V/VI		
	Counselling And Negotiation Skills For Managers				
Time Allotted for End Semester Examination	Marks Allotted for Internal Assessment	Marks Allotted for End Semester Examination (ESE)	Maximum Marks (MM)	Total Credits	Maximum Hours
3 Hrs.	30 (20+10)	70	100	06	60

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.

- Counselling: Introduction, Approaches to Counselling, Goals and Process of Counselling; Counselling Procedures and Skills, Organizational Application of Counselling Skills. **(15 Hours)**
- Changing Behaviours through Counselling; Specific Techniques of Counselling; Role conflicts of Managers and Counselling. Application of Counselling in Specific Organizational Situations: Dealing with problem Subordinates; Performance Management; Alcoholism and Other Substance Abuse. Ethics in Counselling. **(15 Hours)**
- Negotiation: Introduction, Nature and need for negotiation, negotiation process, Types and styles of negotiation; strategies and tactics; barriers in effective negotiation, Communication Style, Breaking Deadlocks **(15 Hours)**
- Role of trust in negotiations; negotiation and IT; ethics in negotiation; cultural differences in negotiation styles; gender in negotiations; context of mediation; negotiation as persuasion. **(15 Hours)**

SUGGESTED READINGS:

1. Carroll, M. (1996). *Workplace counseling*. London: Sage Publication.
2. Kolb, D., & Williams, J. (2001). *The Shadow Negotiation*. UK: Simon & Schuster.
3. Korobkin, R.(2014). *Negotiation theory and strategy*.New York: Aspen Publisher.
4. Kottler, J., & Shepard, D.(2010). *Introduction to counselling: voices from the field*. USA: Cengage Learning.
5. Lewicki, R. (2005). *Essentials of negotiation*. Alexandria V. A.: Society of HRM.
6. Moursund, J. & Kenny M.C.(2002). *The Process of counselling and therapy*. New Jersey: Prentice Hall.
7. Patterson, L. E., &Welfel, E. R.(2005). *Thecounselling process: A multitheoretical integrative approach*, New York: Brooks Cole.
8. Singh, K. (2007). *Counselling Skills for Managers*. India: PHI.

NOTE: The list of cases, specific references and books including recent articles will be announced in the class by concerned teachers from time to time.