

BBA III/IV Year	BBA-E129		Semester-V/VI/VII/VIII		
	Counselling and Negotiation Skills for Managers				
Time Allotted for End Semester Examination	Marks Allotted for Internal Assessment	Marks Allotted for End Term Examination(ESE)	Maximum Marks (MM)	Total Credits	Maximum Hours
3 Hrs.	30(20+10)	70	100	04	40

	Course Outcomes:	Mapped Program Outcomes
CO.1	Discuss different approaches to Counselling.	PO1, PO2, PO3
CO.2	Change behaviour through counselling.	PO2, PO3, PO5, PO7
CO.3	Discuss the nature and need for negotiation.	PO1, PO3, PO5, PO6
CO.4	Illustrate the role of trust in negotiations.	PO1, PO3, PO7, PO8

- Counselling: Introduction, Approaches to Counselling, Goals and Process of Counselling; Counselling Procedures and Skills, Organizational Application of Counselling Skills. **(10 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. **(10 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 **(10 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. **(10 Hours)**

#### SUGGESTED READINGS:

1. Lyons Leon (2021). *Master the Art of Persuasive Negotiation Skills*; Kindle Edition.
2. Korobkin, R.(2014). *Negotiation theory and strategy*. New York: Aspen Publisher.
3. Kottler, J., & Shepard, D.(2010). *Introduction to counselling: voices from the field*. USA: Cengage Learning.
4. Lewicki, R. (2005). *Essentials of negotiation*. Alexandria V. A.: Society of HRM.
5. Singh, K. (2007). *Counselling Skills for Managers*. India: PHI.
6. Carroll, M. (1996). *Workplace counseling*. London: Sage Publication.

**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.

