

Conflict Management	
Code	20404014
Year	2
Term	3
ECTS	6
Language	Spanish

Programme

1. Dispute: Theory and Concepts.
2. Dispute: Structure-Types.
3. Negotiation: Theory and Concepts.
4. Negotiation: Phases-Types.
5. Styles of Negotiation and Planning.
6. Negotiation Strategies and Techniques.
7. Negotiator Abilities and Competences.
8. Social Abilities: Their Importance in Dispute Management.
9. The Mediation: Concept and Type.
10. Mediator Intervention.
11. The Mediator.
12. Mediation Techniques.