



Course Title: Critical Communication Skills in Negotiation

Course Code: BUS 283

Instructor Name and Bio: Jessica Notini

Class Sessions and Recording

Meeting days and times: Oct 1, 2022, Saturday, 9:00 am–4:30 pm (PT)

Meeting location: On-Campus (details will be shared with registered students prior to first class meeting)

The class sessions will not be recorded.

Course Features:

- Live session
 - Lecture, discussions, practice time for students, Q&A
 - Requires interaction and active participation
- Assignments & Coursework
 - Pre-reading and materials posted in Canvas for bringing to class
 - Instructor will hand out some materials

Course Summary

Everyone will benefit from this course to enhance communication skills when negotiating, influencing, and making agreements in all areas of their lives. No prior knowledge or skills are needed.

**Please see course page for full description and additional details.*

Grade Options and Requirements

Due to its short format, this course may not be taken for Credit or a Letter Grade. If you require proof of participation, your instructor will provide Certificates of Attendance. Please contact the instructor after completing the class. The Continuing Studies office does not issue these certificates.

Textbooks/Required Materials

No required textbooks or materials.

First Assignment

Prior to the session, please read *The Tension Between Empathy and Assertiveness* by Robert H. Mnookin, Scott R. Peppet and Andrew S. Tulumello and *Managing Negative Communication* by Jessica Notini. Readings will be posted online.

Please contact the Stanford Continuing Studies office with any questions
365 Lasuen St., Stanford, CA 94305
continuingstudies@stanford.edu
650-725-2650

Tentative Outline

Morning:

Introductions and Overview

Active Listening

Collaborative Framing of Issues & “I” statements

12:00 - 1:00 Lunch

Afternoon:

Difficult Conversation Principles and Managing Negative Communication

Reframing

Effective Questions

Put it All Together in a Negotiation Role Play

Wrap-Up

Individual Learning/Program Evaluations