"I confirm"

Head of the Department:_____

Protocol No.

Date: **2025**

Syllabus

General Information	Department	Psychology and Social work
	Faculty	Psychology
	Major code	
	Group Number	
	Degree level	☐**Bachelor** ☐ Master
	Study format	Full - Time
	Academic year/Semester	2024/Spring
	Year of study	2024-2025
	Academic semester	☐Fall ☐ **Spring** ☐Summer
Course Information	Course name, code	Negotiation Skills
	Credit count	4
	Study load (hours)	45
	Teaching methods	☐ **Lecture** ☐ **Seminar** ☐Laboratory
	Language of instruction	☐**Azerbaijani** ☐ **English** ☐Russian
	Course type	☐ **Mandatory** ☐ Elective
	Prerequisite course/code	
Instructor Information	Instructor's academic degree, academic title, honorary title, last name, first name, patronymic	P.ü.f.d.Abbasova Afərin Azər Qasımov
	Instructor's email address	aferin.abbasova@wcu.edu.az azer.qasimov@wcu.edu.az
	Instructor's contact number	(+994)50 685 39 99
	Office hours	
Course Description	The course "Negotiation Skills" aims to help students develop effective communication and negotiation abilities in both individual and social environments. This course is designed not only to enhance language skills but also to teach students how to communicate accurately and persuasively	

	by considering the social, psychological, and cultural factors involved in interpersonal relationships. Through this course, students will gain extensive knowledge about various forms of communication, discussion and debate techniques, idea exchange, and effective approaches to collaboration. The main objective of the course is to equip students with the ability to resolve communication problems they may encounter in different areas of life and to teach them how to use appropriate behavior and language during negotiations. Additionally, students will learn how to communicate successfully in diverse social and cultural contexts, develop skills in understanding others, resolving conflicts and misunderstandings, and building communication based on mutual respect.
Course Objectives	**The course "Negotiation Skills" aims to equip students with the necessary theoretical knowledge and practical skills for effective communication, discussion, and negotiation.** This course will not only enhance students' language abilities but also develop their capacity to engage in appropriate negotiations while considering psychological, social, and cultural contexts. The primary objective is to prepare students to express their thoughts clearly, logically, and confidently in various communication settings—especially in the workplace, academic discussions, and everyday life. **Main Objectives of the Course:** 1. **Development of Speaking Skills:** To teach students appropriate and effective forms of communication. This includes not only adherence to linguistic rules but also the use of strategic approaches that align with the purpose of the negotiation. 2. **Active Listening and Understanding:** To develop students' active listening skills during conversations, enabling them to show respect for the other party's opinions and to understand them accurately. 3. **Persuasive and Consensus-Based Communication:** To teach students how to present their ideas persuasively and with justification in various communication contexts (formal and informal). Emphasis will be placed on building arguments, presenting reliable information, and resolving disagreements constructively. 4. **Understanding Social and Cultural Diversity:** To equip students with skills for negotiating with people from different cultures and social groups. This also includes teaching the importance of intercultural communication and the need for respect for cultural differences. 5. **Group Discussions and Teamwork:** To teach students methods of conducting discussions and negotiations in group settings, engaging in the exchange of ideas, and participating effectively in collective decision-making processes. 6. **Conflict Resolution:** To develop students' ability to mediate between differing viewpoints, resolve disputes peacefully, and find compromise solutions in conflict situations. 7. **Verbal and Non-Verbal Communication:** To help students understand the importance of body language, facial expressions,

	and other non-verbal communication tools alongside spoken language, and to use them effectively. 8. **Self-Confidence and Freedom of Expression:** To strengthen students' ability to express their thoughts with confidence, not only presenting correct information but also gaining trust and building personal credibility. In this course, alongside theoretical content, **practical sessions, role-playing activities, and discussions** will be organized so that students can apply their negotiation and communication skills in real-life scenarios.

Learning Outcomes	**At the end of the course, students will have acquired the following skills and knowledge:**
	
	1. **Correct and Effective Communication Skills:**
	  o Students will recognize different types of communication (formal, informal, professional) and understand their respective contexts and appropriate communication strategies.
	  o They will be able to communicate purposefully and clearly using correct expressions and effective language during conversations.
	2. **Active Listening and Comprehension:**
	  o Students will apply active listening techniques to accurately understand the other party's message and enhance communication efficiency.
	  o They will develop the ability to respond appropriately and interpret information correctly.
	3. **Persuasive and Well-Reasoned Communication:**
	  o Students will be able to construct arguments in various situations and express persuasive, well-supported positions during discussions.
	  o They will justify their opinions on controversial topics and apply communication skills to convince others credibly.
	4. **Communication Across Social and Cultural Differences:**
	  o Students will learn the basic principles of intercultural communication and acquire skills for effective interaction with people from diverse cultural backgrounds.
	  o They will develop the ability to communicate with mutual respect and understanding, considering social and cultural differences.
	5. **Group Discussions and Teamwork:**
	  o Students will develop skills for conducting effective group discussions and participating in team-based decision-making.
	  o They will learn to manage group collaboration and decision-making processes while considering different perspectives.
	6. **Conflict Resolution and Peaceful Agreement:**
	  o Students will gain the ability to reach peaceful agreements and find compromises in conflict situations.

	o They will apply appropriate strategies to resolve conflicts constructively, reach agreements based on mutual interests, and avoid unnecessary disputes.
	 7. **Analysis and Use of Non-Verbal Communication:**
	   o Students will learn the meaning and use of body language, facial expressions, and other non-verbal communication tools.
	   o They will understand the importance of combining verbal and non-verbal communication harmoniously during conversations.
	 8. **Self-Confidence and Freedom of Expression:**
	   o Students will gain the ability to express their ideas and opinions confidently and independently.
	   o They will communicate openly and learn to present their ideas clearly and persuasively during presentations.
	 9. **Emotional Management:**
	   o Students will learn to manage their emotions in conflict and emotionally charged situations and guide the flow of communication appropriately.
	   o By applying emotional intelligence, they will strengthen social relationships and achieve more positive outcomes.
	 10. **Presentation Skills:**
	
	 • Students will use effective speaking techniques during presentations to communicate their ideas flawlessly in front of an audience.
	 • They will use appropriate verbal expression and body language to attract and maintain the audience's attention.
	
	These learning outcomes will enable students to communicate more effectively in both their personal and professional lives, play more active roles in various social environments, and achieve more positive outcomes in interpersonal interactions.

Course Requirements	**Course Requirements:**
	 1. **Class Attendance:**
	   o Students are expected to attend classes regularly and actively participate.
	   o Active participation is essential, as the course involves practical exercises and group discussions.
	 2. **Preparation and Assignments:**
	   o Students should prepare for each class by reviewing the relevant topics and reading assigned materials in advance.
	   o Homework and individual assignments must be completed regularly, on time, and with sufficient quality.
	 3. **Group Work and Discussions:**
	   o Students are required to participate in group discussions and collaborative projects.

	o These tasks aim to develop both individual and teamwork skills, and applying learned communication knowledge is essential.
	
	4. **Examinations and Assessment:**
	   o Students will take midterm and final exams to demonstrate both theoretical and practical understanding of the topics.
	   o Exam results will reflect students' engagement and comprehension of the course material.
	
	5. **Negotiation Skills Presentations:**
	   o Students will be asked to deliver presentations throughout the course.
	   o These presentations are designed to improve public speaking, argumentation, and the ability to effectively communicate with an audience.
	
	6. **Body Language and Non-verbal Communication:**
	   o Students must participate in specific sessions focused on proper use of non-verbal communication (body language, facial expressions, etc.).
	   o These skills play a key role during discussions and presentations.
	
	7. **Intellectual and Emotional Development:**
	   o Students should work on improving their emotional intelligence, managing their emotions, and understanding others.
	   o Emotional regulation will be an important component for enhancing communication effectiveness.
	
	8. **Course Materials and Literature:**
	   o Students are expected to regularly read and use the course materials (books, articles, videos, audio resources).
	   o Resources used in the course should be studied carefully and actively applied during discussions.
	
	9. **Practical Assignments and Group Projects:**
	   o Students must complete practical assignments on time and at a high standard.
	   o Group projects will allow students to apply theoretical knowledge in practice and promote teamwork and accountability.
	
	10. **Self-development and Improvement:**
	  • Students are encouraged to continuously improve their communication skills and apply their learning to real-life situations.
	  • Throughout the course, students should create personal development plans to enhance their confidence and expressive freedom.

Academic Integrity	Academic integrity involves ensuring the originality of one's work and properly acknowledging the ideas or findings of others by citing sources. Violations of Academic Integrity include:

	1. Plagiarism, 2. Cheating, 3. Submitting the same or part of a previously completed assignment or project in another course without proper citation, 4. Citing non-existent sources or fabricating a database, 5. Completing coursework or assignments on behalf of other students, 6. Engaging in dishonest behavior to gain unfair advantage (e.g., presenting a false medical report without being genuinely ill, providing false excuses to extend deadlines or gain benefits), 7. Taking an exam on behalf of another student or having someone else take an exam for oneself.
Ethical Conduct	**Respect and Mutual Understanding:** a) Students must always observe mutual respect during classes and discussions, presenting their opinions with consideration for others' thoughts and viewpoints. b) Being open to different opinions and perspectives, and showing respect for diversity, is essential. **Collaboration and Cooperation:** a) In group work and discussions, students should cooperate actively, listen to everyone's opinions, and participate equally. b) While working in groups, students must strive to maintain positive and constructive relationships among team members. **Fairness and Equality:** a) No discrimination is allowed during classes and activities; equal conditions must be provided to all students. b) Students should treat each other fairly in lessons and assignments, avoiding any discrimination or injustice. **Ethical Decision-Making and Responsibility:** a) Students must make decisions based on ethical principles both in class and in group projects. b) Honesty and transparency must be upheld during discussions, presentations, and other activities. Students should respect others' ideas and work and avoid plagiarism or any ethical violations. **Presentation of Ideas and Accuracy:** a) When presenting others' ideas, students must express them accurately and correctly, adhering to ethical rules regarding citations and references. b) Students should avoid presenting false or misleading information when sharing their own views. **Confidentiality and Protection of Personal Information:** a) Students must keep the personal information and opinions of other participants confidential during classes and group work. b) Reliable measures should be observed to protect the privacy of individuals participating in discussions and activities. **Emotional and Psychological Well-being:** a) Students should be mindful of others' emotional and psychological health during interactions and exercise extra care when sensitive topics arise.

	b) Appropriate and ethical language must be used in discussions to avoid harming others' emotional state. **Intellectual Honesty and Conduct:** a) Students must express their ideas truthfully, base them on facts, and act with intellectual integrity. b) No pressure, deception, or attempts to weaken others' positions with negative intent should occur during presentations or discussions. **Self-confidence and Self-acceptance:** a) Students should honestly and openly present themselves, expressing their feelings and opinions confidently. b) Respect for oneself and for others' different views and thoughts is vital for student development. **Positive and Confident Communication:** a) Students should show a positive attitude toward others during communication and engage in discussions constructively and amicably. b) Ambiguous, confusing, or offensive expressions must be avoided; communication should always be civil and ethical.
Primary Reading List	Məmmədov, H. (2015). Danışıq və Ünsiyyət Psixologiyası. Bakı: Təhsil Nəşriyyatı. Əhmədova, A. (2016). Kommunikasiya və İnsan Münasibətləri. Bakı: Elmlər Akademiyası Nəşriyyatı. İsmayılov, R. (2018). Danışıq Bacarıqları və İntellektual İnkişaf. Bakı: Nurlan Nəşriyyatı. Xəlilova, F. (2017). Ünsiyyət və Münaqişə Həlli. Bakı: Nəşriyyat Evi. Məmmədova, N. (2014). Bədən Dili və Danışıq Bacarığı. Bakı: Təhsil Nəşriyyatı. Hüseynov, S. (2019). Danışıq və Liderlik: Ünsiyyətin Gücü. Bakı: Elm və Təhsil Nəşriyyatı. Rəhimov, M. (2020). Sosial və Emosional İnkişafda Danışıq Rolunun Əhəmiyyəti. Bakı: Şərq-Qərb Nəşriyyatı. Quliyeva, G. (2015). İnsan Psixologiyasında Danışıq və Münasibətlər. Bakı: Azərbaycan Universiteti Nəşriyyatı. Ələkbərov, F. (2017). Ünsiyyət Bacarıqlarının İnkişafı. Bakı: Elmlər Akademiyası. Cavadova, R. (2018). Psixologiya və Danışıq: Emosional Ünsiyyətin Formasiyası. Bakı: Maarif Nəşriyyatı.
Supplementary Reading List	Həsənov, T. (2016). Ünsiyyət və Dil Psixologiyası. Bakı: Nəşriyyat Evi. Qasımova, S. (2014). Danışıq İncəsənəti: Dil və İfadə Bacarıqları. Bakı: Nurlar Nəşriyyatı. Rüstəmov, P. (2018). Əməkdaşlıq və Mübahisələrin Həlli: Psixoloji yanaşmalar. Bakı: İqtisadiyyat Universiteti Nəşriyyatı. Bayramova, F. (2015). İnsan və Sosial Ünsiyyət: Psixoloji Perspektivlər. Bakı: Elmi Nəşriyyat. Hüseynova, M. (2017). Danışıq Bacarıqlarının İnkişafında Psixoloji Yanaşmalar. Bakı: Xəzər Nəşriyyatı. Cəfərov, V. (2019). Sosial Psixologiya və Danışıq Bacarıqları. Bakı: Təhsil Nəşriyyatı. Məmmədov, E. (2020). Danışıq və Psixoloji Bacarıqlar: Tətbiqi

	Yanaşmalar. Bakı: Nəşriyyat Evi. Süleymanov, A. (2014). Ünsiyyətin Psixoloji Temelləri. Bakı: Azərnəşr. İsmayılova, Z. (2016). Psixoloji Ünsiyyət və Danışıq Bacarığı. Bakı: Şəfa Nəşriyyatı. Qurbanova, L. (2017). Emosional və Sosial Ünsiyyət: Psixoloji Aspektlər. Bakı: Mütərcim Nəşriyyatı.	
Online Resources		
Grading: 100-Point System	The final grade is calculated based on ongoing assessment — seminars and colloquiums (0–30 points), independent work (0–10 points), attendance (0–10 points), and interim assessment — final semester exam (0–50 points). If the course also includes practical and laboratory sessions, an additional (0–10 points) is allocated for evaluating these components. Final Grade = Ongoing Assessment + Interim Assessment	
Seminars and Colloquiums	Colloquiums are held three times per semester in accordance with the academic calendar. Each colloquium is graded on a 0–10 point scale. Participation in colloquiums is mandatory. A student who does not attend a colloquium receives 0 points for that session.	**0-30**
Assignments	Font and Size: Arial, 12 pt Line Spacing: 1.5 Minimum Length: 3 pages Submission Deadline: No later than 2 weeks before the end of the semester	
Individual works	1. Psychological Aspects of Communication and Intellectual Development 2. The Role of Communication Skills in Social Relationships 3. Body Language and Speech: Its Importance in Building Mutual Understanding 4. The Connection Between Communication Skills and Leadership 5. Emotional Intelligence and Communication Skills 6. Conflict Resolution and Communication Skills 7. The Impact of Psychological Barriers on Communication Skills 8. The Art of Communication and Social Psychology 9. Psychological Approaches to Individual and Group Communication 10. Social Media and Communication Skills: The Development of Communication in the Modern Era 11. The Impact of Communication Skills on Emotional and Psychological Health 12. The Effect of Communication Skills on Workplace Efficiency 13. Communication and Social Control: Psychological Foundations of Social Interaction	**0-10**

		14. The Role of Educational Programs in the Development of Communication Skills 15. Intercultural Communication: The Development of Communication Skills Across Different Cultures	
Attendance		For each 10% of missed class hours during the semester, 1 point will be deducted from the student's total score. A student who misses more than 25% of the total course hours will not be allowed to take the final exam.	**0-10**
Examination			**0-50**

Assessment of student knowledge based on the total accumulated semester points is conducted as follows:

Grading Scale:

Points	Letter-Grade Assessment	Performance Level
100 – 91	A	"excellent"
90 – 81	B	"very good"
80 – 71	C	"good"
70 – 61	D	"sufficient"
60 – 51	E	"satisfactory"
Less than 51 points	F	"unsatisfactory"

		Course's thematic plan			
N	**Date**	**Subject Topics**	**Lecture**	**Seminar**	**Textbook/Assignments**
1		Psychological Aspects of Communication and Intellectual Development	**2**	**2**	
2		The Role of Communication Skills in Social Relationships	**2**		
3		Body Language and Speech: Its Importance in Building Mutual Understanding	**2**	**2**	

4		The Connection Between Communication Skills and Leadership	**2**		
5		Emotional Intelligence and Communication Skills	**2**	**2**	
6		Conflict Resolution and Communication Skills	**2**		
7		The Impact of Psychological Barriers on Communication Skills	**2**	**2**	
8		The Art of Communication and Social Psychology	**2**		
9		Psychological Approaches to Individual and Group Communication	**2**	**2**	
10		Social Media and Communication Skills: The Development of Communication in the Modern Era	**2**		
11		The Impact of Communication Skills on Emotional and Psychological Health	**2**	**2**	
12		The Effect of Communication Skills on Workplace Efficiency	**2**		
13		Communication and Social Control: Psychological Foundations of Social Interaction	**2**	**2**	
14		The Role of Educational Programs in the Development of Communication Skills	**2**		
15		Intercultural Communication: The Development of Communication Skills Across Different Cultures	**2**	**1**	
		Total:	**30**	**15**	

Lecturer: