朝陽科技大學 096學年度第2學期教學大綱
Negotiation and Confliction Management 談判與衝突管理

當期課號	7053	Course Number	7053
授課教師	張鐵軍	Instructor	CHANG,TIEH CHUN
中文課名	談判與衝突管理	Course Name	Negotiation and Confliction Management
開課單位	企業管理系碩士班二A	Department	
修習別	選修	Required/Elective	Elective
學分數	3	Credits	3
課程目標	1.衝突類型與歷程。 2.衝突管理的策略。 3.談判的結構與類型。 4.談判的階段與技巧。 5.談判的心理遊戲（一）：常見的認知迷思。 6.談判的心理遊戲（二）：信賴與合作。 7.生活談判：人情與面子。 8.組織談判：官僚體制的暗盤管理，孫子兵法的競爭模式。 9.商務談判：TSMC的合資策略聯盟。 10.勞資談判：以林園工業區爲例。 11.國際談判：以台灣加入WTO中美談判爲例。	Objectives	We're always negotiating, every day of our lives and in every kind of situation----whether it's a boyfriend and girlfriend deciding which movie to see, a husband and wife deciding which city to live in, a customer looking to buy an automobile, or an employee trying to get a raise. We all negotiatiate. But many of us still havea fundamemtal fear of negotiation. Ultimately, negotiating is all about whose concept of reality is going to prevail. In the other hand, negotiations can get emotional. But you need to remind yourself that they're about businee. This course will introduce above issues. Trying to make students know how to use negotiation theory and skill to solving they problem and conflict.
教材	張鐵軍譯，談判學，2001，華泰書局代理;以及相關個案與教師自編講義與教材。	Teaching Materials	Teaching Material edited by teacher.
成績評量方式	◎ 平時成績(出席率、課堂討論表現)30% ◎ 期中報告30% ◎ 期末考試或期末報告40%	Grading	term-paper(report)(30%), final-exam (40%), other assessment (30%).
教師網頁			
教學內容	現代商業社會，無論日常生活、與家人互動、工作謀事、購物旅遊、公司間交易、策略聯盟、國家間協商、國際間的紛爭處理等，在在需要談判技巧與談判情緒智商，以克服各種摩擦與衝突。基此，本項課程主要包括：瞭解談判的本質、談判的範疇、衝突管理、相互依賴及認知、分配式談判的戰略及策略，即輸贏(win-lose)式、競爭性的議價、整合(win-win)式談判的戰略與策略、談判前的準備工作(談判的目標訴求、關係維持、雙方的需求認知)、談判破裂提出解決方法(諸如：常見的衝突管理方式及談判破裂的補救措施、國際談判(基本認知、國際談判的差異(政治、法律、經濟、文化課題等)、文化課題對談判的影響，以及如何加以因應之策略)等。主要目的，在使研習同學成爲談判高手，以成爲傑出管理專才。本課程特別適合即將畢業的社會新鮮人,在就業職場上發揮談判技能,諸如如何談薪資,如何與主管溝通工作安排課題.....等等,本課程是以實務導向作課程設計.	Syllabus	We're always negotiating, every day of our lives and in every kind of situation----whether it's a boyfriend and girlfriend deciding which movie to see, a husband and wife deciding which city to live in, a customer looking to buy an automobile, or an employee trying to get a raise. We all negotiatiate. But many of us still havea fundamemtal fear of negotiation. Ultimately, negotiating is all about whose concept of reality is going to prevail. In the other hand, negotiations can get emotional. But you need to remind yourself that they're about businee. This course will introduce above issues. Trying to make students know how to use negotiation theory and skill to solving they problem and conflict.

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