

# COURSE DETAIL

## NEGOTIATION AND CONFLICT RESOLUTION

**Country**

Hong Kong

**Host Institution**

University of Hong Kong

**Program(s)**

University of Hong Kong

**UCEAP Course Level**

Upper Division

**UCEAP Subject Area(s)**

Business Administration

**UCEAP Course Number**

112

**UCEAP Course Suffix****UCEAP Official Title**

NEGOTIATION AND CONFLICT RESOLUTION

**UCEAP Transcript Title**

NEGOTN/CONFLICT RES

**UCEAP Quarter Units**

5.00

**UCEAP Semester Units**

3.30

## **Course Description**

This course provides a systematic introduction of concepts, theories and practices, with a focus on handling conflict and negotiation. The course content is composed of two intimately related parts. The beginning introduces the nature and types of conflict, mechanism of conflict escalation and de-escalation, and conflict resolution styles. The rest of the class sessions discuss the characteristics of interest-based negotiation and negotiation strategies. Specifically, the course teaches strategies to avoid various cognitive biases in conflict situations and negotiation, the building blocks of negotiation, the difference of distributive versus value-creating negotiation approaches, the strategies of achieving integrative outcomes, building trust and controlling emotions, utilizing power and persuasion, the importance of non-verbal communication in gaining information and ethics. Some topics are also covered in the context of cross-cultural negotiation and computer-mediated negotiation to cater to the need of today's international business environment.

### **Language(s) of Instruction**

English

### **Host Institution Course Number**

BUSI2811

### **Host Institution Course Title**

NEGOTIATION AND CONFLICT RESOLUTION

### **Host Institution Course Details**

<https://ug.hkubs.hku.hk/course>

### **Host Institution Campus**

### **Host Institution Faculty**

### **Host Institution Degree**

### **Host Institution Department**

Business

**Course Last Reviewed**

2025-2026

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