



# **NAVAJYOTHI COLLEGE CHERUPUZHA**

*(Affiliated to Kannur University)*

**P.B. No. 5, CHERUPUZHA P.O., KANNUR DT., KERALA - 670511**

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## **DEPARTMENT OF MANAGEMENT STUDIES**

### **CERTIFICATE COURSE SYLLABUS (2020-21)**

#### **FOR UG STUDENTS**

### **NJCBBA/CP05/2020-21 : COUNSELLING AND NEGOTIATION SKILLS FOR MANAGERS**

**(30 Hours)**

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#### **COURSE OUTCOME :**

To understand the basic concepts of Counselling and Negotiation Skills for Managers and to develop administrative skills.

#### **Module 1 – Counselling (8 Hours)**

Introduction – Approaches to Counselling – Goals and Process

#### **Module 2 – Changing Behaviours Through Counselling (8 Hours)**

Techniques of Counselling – Applications

#### **Module 3 – Negotiation (7 Hours)**

Introduction – Nature and Need

#### **Module 4 – Role of Trust in Negotiations (7 Hours)**

Ethics in Negotiation – Persuasion

**References :**

1. Counselling Skills for Managers by Singh Kavita
2. Workplace Counselling by Carroll M
3. The Shadow Negotiation by Kolb and Williams
4. Negotiation Theory and Strategy by Korobkin R

**Criteria for Certification :**

1. Candidates must have at least 75% of attendance.
2. After the completion of the course there will be a 50 marks examination of one-hour duration. The candidates must attend and pass the examination with at least 40% marks.

**Grading Pattern :**

Marks in Percentage	Grade	Interpretation
90 and Above	A+	Outstanding
80 – 89	A	Excellent
70 – 79	B	Very Good
60 – 69	C	Good
50 – 59	D	Satisfactory
40 – 49	E	Adequate
Below 40	F	Failed