**Social negotiations**

**Building bridges through managing conflict and starting dialogue**

**Aims:**

The purpose of the course is acquisition of knowledge that facilitates building relationships and co-working, with particular focus on skills for negotiating and building dialogue. Common negotiation issues will be dealt in the context of different ways of influencing people, functioning of small social groups, constructive solving interpersonal conflicts, managing difficult negotiating situations in social environment. Theoretical knowledge will be supplemented by practical skills necessary to achieve satisfactory results.

**Student's own work:**

* preparation for classes,
* reading literature advised by mentor(s),
* active participation in the class (discussion, participation in exercises)

1. Social conflicts

* understanding the nature of conflict (what causes conflict, dynamics of conflict, analyze of the conflict)
* individual and social group
* managing emotions
* basic strategies of acting in the society (aggression, manipulation, avoidance, assertiveness)

2. Non-violent communication:

* communication skills
* emotions and emotional vocabulary
* social roles and social attitude towards conflicts
* basic strategies of acting in the society (aggression, manipulation, avoidance, assertiveness)
* four steps to non-violent communication by Marshall Rosenberg

3. The art of dialogue and other inter-relational skills

* the process of starting dialogue - step by step analysis
* building relationships (among individuals and social groups)
* dealing with resistance
* assertiveness

4. Trends and suggested actions:

* multilevel governance
* community actions
* lobbing