

## Liverpool John Moores University

Title: PROFESSIONAL COMMUNICATION AND NEGOTIATION SKILLS  
Status: Definitive  
Code: **4505ICBTQS** (126946)  
Version Start Date: 01-08-2021

Owning School/Faculty: Civil Engineering and Built Environment  
Teaching School/Faculty: ICBT, Colombo

Team	Leader
Alison Cotgrave	Y

**Academic Level:** FHEQ4  
**Credit Value:** 15  
**Total Delivered Hours:** 47  
**Total Learning Hours:** 150  
**Private Study:** 103

### Delivery Options

Course typically offered: Semester 1

Component	Contact Hours
Lecture	45

**Grading Basis:** 40 %

### Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	AS1	Assignment (1500 words)	30	
Exam	AS2	Examination	70	2

### Aims

*Aim(s) of the module is to reinforce professional communication skills and to introduce diplomatic approaches of negotiation to deal with various parties to the construction contract in different stages of the project.*

### Learning Outcomes

After completing the module the student should be able to:

- 1 Identify and demonstrate various method & tools of professional communication with parties to the contract in different phases of the project
- 2 Demonstrate an understanding and asses requirement of negotiation skills & effective approaches of negotiation with parties to the contract in different phases of the project as a quantity surveying professional
- 3 Analyse diplomatic strategies of negotiation with parties to the contract in different phases of a construction contract

### **Learning Outcomes of Assessments**

The assessment item list is assessed via the learning outcomes listed:

Coursework	1	2	3
Examination	1	2	3

### **Outline Syllabus**

*Oral communication skills: Addressing meetings, evaluation meetings, public speaking & seminars*

*Listening skills*

*Written & graphical communication*

*Report writing*

*Dealing with project stakeholders*

*Establishing communication with client's team*

*Skill requirement for negotiations*

*Preparing for negotiations*

*Performing the negotiation*

*Negotiation before the contract formation*

*Negotiation during the contract*

*Negotiation strategies: Tactics, Counter tactics & Non-Verbal tactics*

*Multi sided negotiation*

*Price competition and negotiations*

*Negotiation for contractual discrepancies*

### **Learning Activities**

Students will be supported in their learning, to achieve the above learning outcomes, in the following ways:

By a series of lectures and practical approach to apply various method & tools of professional communication & negotiation with parties to the contract in different phases of the project.

Self-managed studies to analyse the requirement negotiation skills & effective approaches of negotiation with parties to the contract in different phases of the project as a quantity surveying professional.

Tools and methods of professional communication, approaches of negotiation & application of negotiation tactics are some key features of this module. A recommended resource list - indicating key reading, virtual and physical learning assistance, is provided to help enable students to undertake self-directed study.

## **Notes**

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