

Liverpool John Moores University

Title: COMMUNICATION AND NEGOTIATION SKILLS (CNS)
Status: Definitive
Code: **5501ICPDQS** (127000)
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: FHEQ5 **Credit Value:** 15 **Total Delivered Hours:** 45
Total Learning Hours: 150 **Private Study:** 105

Delivery Options

Course typically offered: Semester 1

Component	Contact Hours
Lecture	15
Tutorial	30

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	AS1	Coursework (3500 words)	100	

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 Demonstrate various method & tools of professional verbal and written communication with parties to the contract in different phases of the project.
- 2 Describe the ICT used in construction sector through, application of the Information Technology in visual and analytical manner.
- 3 Demonstrate and assess requirement of negotiation skills & effective approaches of negotiation with parties to the contract in different phases of the project as a quantity surveying professional.
- 4 Apply the professional communication and negotiation skills in a real life construction scenario along with the usage of Information Technology.

Learning Outcomes of Assessments

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

Coursework	1	2	3	4
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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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