



VILNIAUS
KOLEGIJA

VILNIAUS KOLEGIJA/UNIVERSITY OF APPLIED SCIENCES

STUDY SUBJECT/MODULE PROGRAMME (SSMP)

Entitlement

Organizational and Individual Efficiency

Prerequisites

Not required

Main aim

To develop the ability to implement skills of LEAN management and neurolinguistic programming in negotiations.

Summary

Students will be able to understand and distinguish between activities that generate added value and the ones that produce waste during the daily tasks, this will be useful to make the transition to organizations and create stronger value propositions by using continuous improvement and streamlining their processes. The overarching aim is to create a culture of sustainable practices and bridge the gap within and between various societies. Students will be able to understand most common concepts and techniques of influence, model of effective communication, understand roots causes of conflicts, demonstrate abilities for creativity as well as application of language patterns, reframing and basics of person's profiling. It will help to properly prepare for negotiation situations, define the interests and positions of the parties involved in the negotiations, develop the most appropriate negotiation strategies and select the most effective negotiation tactics.

Learning Outcomes

1. LEAN Management: To understand the importance of LEAN management for successful personal decision-making activities. To get a first-hand view of LEAN management for greater ROI, quality processes and competitiveness and to analyse the best solutions for various organizations. To examine trends and management models for sustainable development, evolution and create positive change in society.
2. Neurolinguistic Programming: To get familiar with the applied neuroscience discoveries and applications in different settings in professional and personal contexts. To develop effective communication skills and competences in business and interpersonal contexts. To apply basics of NLP techniques and models in conflicts situations, creative work and increasing performance of organization's staff.
3. Negotiation: To become familiar with negotiation process, strategies, conflict resolution and mediation in different settings. To be able to adapt and apply learnt material in a given negotiation case study where different personality and backgrounds traits are taking place. To analyse and to developed micro and macro view on negotiation process and outcomes in accordance with particular case aims and requirements.

Syllabus

LEAN MANAGEMENT

1. Introduction to LEAN management
2. Wasteful activities and expenditure minimization on a daily basis
3. Adding value and maximizing utility on a personal level
4. Ethical aspects in LEAN organizations
5. Increasing competitiveness for organizations through continuous improvement
6. LEAN management integrated with sustainable practices
7. LEAN culture and SDGs for better societies
NEUROLINGUISTIC PROGRAMMING
8. Introduction to NLP, ethics and presuppositions
9. NLP communication model, language patterns, meta model application and profiling
10. Sleight of mouth (SOM) and reframing
11. Building rapport, non-verbal communication and calibration of body cues
12. Modelling and programming behaviour: strategies, values hierarchy and anchoring
13. NLP and Coaching strategies for personal and professional contexts
NEGOTIATION
14. Introduction to negotiation in business and personal environments. Foundations of conflicts
15. Influence principles and persuasion
16. Ethics in negotiation (setting framework of ethics, unethical negotiation outcomes)
17. Formal preparation for negotiation (process, strategic planning, screening)
18. Positional and integrated negotiation: properties, tactics and reaching agreement
19. Personality differences in negotiation (gender, character traits, emotions, background and culture)
20. Third party in negotiation, alternative conflict solution methods, mediation and facilitation

Evaluation procedure of knowledge and abilities

Examination
