



UNIVERSIDADE LUSÍADA
LISBOA

Course Unit Program
Team, Conflict and Negotiation Management

Academic Year 2026/2027

1. Organic Unit

Faculty of Business and Economic Sciences

2. Course

Marketing

3. Cycle

1st

4. Course Unit

Team, Conflict and Negotiation Management (V1014)

5. Scientific Area

6. Curricular Year

2nd

7. Type of Curricular Unit / Semester

1st Semester



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8. Class type and workload (work time)

Theoretical classes:

Practical classes:

Theoretical-Practical Classes 30,00

Tutorial Guidance: 20,00

9. ECTS Credits

6,00

10. Scientific Area Coordinator

11. Regent

Prof. Doutora MARIA MANUELA MARQUES FAIA CORREIA

12. Assistants

13. Teaching Language

Portuguese

14. General Objectives

- Introduce and familiarize students with up-to-date knowledge of principles, research results and theories related to group processes.
- Stimulate critical thinking, evaluation and application of interpersonal skills.
- Develop the ability to present and express ideas in a social context.

15. Specific Objectives

- Identify group processes in a given socio-organizational reality;
- Recognize the dynamics of social influence that emerge and develop within groups;
- Place the individual within the collective;
- Formulate the explicit and implicit mechanisms that affect productivity and decision-making processes in groups.
- Diagnose the processes of competition, conflict and cooperation that occur within groups

16. Skills to be acquired

Understand collective behavior and theoretical models of team development.
Interpret group dynamics and diagnose organizational strengths and weaknesses.
Promote inclusion, value diversity, and foster the development of group identity.
Design teambuilding and team development programmes.
Foster collaborative learning and a culture of knowledge sharing based on trust.
Optimize collaborative processes, manage conflicts, and apply negotiation strategies.



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17. Teaching Methodology

Classes using expository methodologies
Practical classes of analysis and discussion of cases
video
Group work that encourage interactivity between students and teachers.

18. Course Unit Program

1. Introduction to Group Dynamics
2. Team Characteristics
3. Studying Teams
4. Inclusion and Identity
5. Team Formation
6. Cohesion, Development and Performance
7. Team Structure
8. Influence, Power and Leadership
9. Team Performance and Effectiveness: Team Development Models and Teamwork Processes
10. Emotionally Intelligent Teams
11. Conflict in Teams: Nature, Causes and Management Strategies
12. Negotiation in Teams: Processes, Strategies and Techniques

19. Assessment Methods

In accordance with the current Knowledge Assessment Regulations.

20. Didactic Resources

- Expository method in the presentation of theoretical models
- case studies
- Videos

21. Sustainability Objectives

SDG 4: Quality Education - Develops skills and strengthens human capital
SDG 8: Decent Work and Economic Growth - Promotes collaborative learning environments and effective teams in the workplace

22. Keywords

Teams
Group Dynamics
Negotiation
Conflicts
Teambuilding



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23. Main Bibliography

Author(s): Rocha, A; Miguel, A. & Rohrich, O
Title: Gestão Emocional de Equipas - Liderança, Inteligência Emocional, Motivação, Gestão da Mudança, Comun
Edition: 1 Year: 2025
Local: Lisboa
Publisher: Pactor
ISBN Code: 978-989-693-200-8

Author(s): Lewicki, R. J., Barry, B., & Saunders, D. M.
Title: Negotiation.
Edition: 9th Year: 2024
Local: NY
Publisher: McGraw-Hill Education
ISBN Code: 978-1-265-60875-0

Author(s): Waller, M. J. & Kaplan, S. A.
Title: Crisis-Ready Teams: Data-Driven Lessons from Aviation, Nuclear Power, Emergency Medicine, and Mine R
Edition: 1^a Year: 2024
Local: Stanford
Publisher: Stanford Business Books- Stanford University Press
ISBN Code: 9781503601444

24. Complementary Bibliography

Author(s): Cunha, M; Rego, A, Mota Rego, T.
Title: Super equipas
Edition: 2 Year: 2018
Local: Lisboa
Publisher: Actual
ISBN Code:

Author(s): Edmondson, A. C.
Title: The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation,
Edition: 1^a Year: 2018
Local: NY



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Publisher: Wiley

ISBN Code: 9781119477242

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Autor / Author	Prof. Doutora MARIA MANUELA MARQUES FAIA CORREIA
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