

## COURSE OUTLINE

### (1) GENERAL

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|--|---|-----------------------|---------|
| SCHOOL   | Maritime and Industrial Studies   |                       |         |
| ACADEMIC UNIT  | Department of Maritime Studies  |                       |         |
| LEVEL OF STUDIES   | Postgraduate  |                       |         |
| COURSE CODE  | NAS-SHM116  | SEMESTER              | B       |
| COURSE TITLE   | Negotiations and Claims Handling  |                       |         |
| INDEPENDENT TEACHING ACTIVITIES<br><i>if credits are awarded for separate components of the course, e.g. lectures, laboratory exercises, etc. If the credits are awarded for the whole of the course, give the weekly teaching hours and the total credits</i> |   | WEEKLY TEACHING HOURS | CREDITS |
|  |   | 3                     | 5       |
|  |   |                       |         |
| <i>Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (d).</i>   |   |                       |         |
| COURSE TYPE<br><i>general background, special background, specialised general knowledge, skills development</i>  | General Background  |                       |         |
| PREREQUISITE COURSES:  | No  |                       |         |
| LANGUAGE OF INSTRUCTION and EXAMINATIONS:  | English   |                       |         |
| IS THE COURSE OFFERED TO ERASMUS STUDENTS  | No  |                       |         |
| COURSE WEBSITE (URL)   | <a href="https://eclass.unipi.gr/courses/NAS-SHM116/">https://eclass.unipi.gr/courses/NAS-SHM116/</a> |                       |         |

### (2) LEARNING OUTCOMES

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| <p><b>Learning outcomes</b></p> <p><i>The course learning outcomes, specific knowledge, skills and competences of an appropriate level, which the students will acquire with the successful completion of the course are described.</i></p> <p><i>Consult Appendix A</i></p> <ul style="list-style-type: none"> <li>• <i>Description of the level of learning outcomes for each qualifications cycle, according to the Qualifications Framework of the European Higher Education Area</i></li> <li>• <i>Descriptors for Levels 6, 7 &amp; 8 of the European Qualifications Framework for Lifelong Learning and Appendix B</i></li> <li>• <i>Guidelines for writing Learning Outcomes</i></li> </ul>  |
| <p><b>By the end of this module, students should be able to:</b></p> <p><b>Close more deals, faster, and at better margins</b></p> <p><b>Have agreements that satisfies both sides in a business environment that is complex, uncertain and changing</b></p> <p><b>Apply skillfully company policies while maintaining good relations without disturbing good communication</b></p> <p><b>Use appropriate Negotiation strategies</b></p> <p><b>Develop tactics and techniques for best results</b></p> <p><b>Reduce costs with auspicious agreements</b></p> <p><b>Neutralize "surprises" of the other side</b></p> <p><b>Leverage your power and you will know how to neutralize any power of the other side</b></p> <p><b>Collaborate more effectively internally and externally</b></p> <p><b>Overcome obstacles even when the situations are not as you want</b></p> |

### General Competences

*Taking into consideration the general competences that the degree-holder must acquire (as these appear in the Diploma Supplement and appear below), at which of the following does the course aim?*

|   |   |
|---|---|
| <i>Search for, analysis and synthesis of data and information, with the use of the necessary technology</i> | <i>Project planning and management</i>  |
| <i>Adapting to new situations</i>   | <i>Respect for difference and multiculturalism</i>  |
| <i>Decision-making</i>  | <i>Respect for the natural environment</i>  |
| <i>Working independently</i>  | <i>Showing social, professional and ethical responsibility and sensitivity to gender issues</i> |
| <i>Team work</i>  | <i>Criticism and self-criticism</i>   |
| <i>Working in an international environment</i>  | <i>Production of free, creative and inductive thinking</i>                                      |
| <i>Working in an interdisciplinary environment</i>  | <i>.....</i>  |
| <i>Production of new research ideas</i>   | <i>Others...</i>  |
|   | <i>.....</i>  |

Students should familiarized with the elements and process of negotiation  
Provide them with the skills to communicate effectively, break down barriers and change mindsets  
Have knowledge on developing or building negotiation capabilities to translate into actionable results  
Equip a negotiation framework proven to achieve the greatest possible results  
Prepare them to deal with different types of negotiation situations

### (3) SYLLABUS

The module develops the classic framework as well as the contemporary empirical and research findings in negotiations. The module will utilize flexible, responsive and interactive learning environments using lectures, exercises, workshops, self - assessment tests.

Understanding the nature and the process of negotiation.  
Parts of preparation  
Communication: Dominating the talks and powerful tactics

Understanding & Defining the interests of the parties.  
B.A.T.N.A's and their importance. Their influence in the negotiation.

Targets, Limits, Openings.  
Realistically set and achieve the negotiating targets  
Defend the limits  
What after the first offer?

Deciding the strategy  
Detect other's side strategy  
Advantages & disadvantages of their applications  
Closings

#### Cargo Claims

“Clean on Board” Bs/L, Quantity/Quality Claims, Watertight hatchcovers, preloading Survey, P&I Club role, Limitation of Liability, “Interclub Agreement”, procedure, Detention, H-V Rules

#### Speed Claims

What is Speed Claim and when applicable, underperformance, Beaufort/Douglas Scales, Speed and performance analysis, Weather routing Companies, Calculating Speed claims, “NYPE/15” Clauses 12+38 analysis, Slow Steaming option

## TEACHING and LEARNING METHODS - EVALUATION

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|---|---|---------------------------------|
| <p><b>DELIVERY</b><br/><i>Face-to-face, Distance learning, etc.</i></p>   | Face to face  |                                 |
| <p><b>USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY</b><br/><i>Use of ICT in teaching, laboratory education, communication with students</i></p>   |   |                                 |
| <p><b>TEACHING METHODS</b><br/><i>The manner and methods of teaching are described in detail.<br/>Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, placements, clinical practice, art workshop, interactive teaching, educational visits, project, essay writing, artistic creativity, etc.</i></p> <p><i>The student's study hours for each learning activity are given as well as the hours of non-directed study according to the principles of the ECTS</i></p>                                   | <p><b>Activity</b></p>  | <p><b>Semester workload</b></p> |
|   | Lectures  | 24                              |
|   | Self study  | 101                             |
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| Course total  | <b>124</b>  |                                 |
| <p><b>STUDENT PERFORMANCE EVALUATION</b><br/><i>Description of the evaluation procedure</i></p> <p><i>Language of evaluation, methods of evaluation, summative or conclusive, multiple choice questionnaires, short-answer questions, open-ended questions, problem solving, written work, essay/report, oral examination, public presentation, laboratory work, clinical examination of patient, art interpretation, other</i></p> <p><i>Specifically-defined evaluation criteria are given, and if and where they are accessible to students.</i></p> | <p>The module will be assessed as follows:</p> <p>A) Individual performance (30%): class participation, assignments, cases, exercises, tests</p> <p>B) Written exams (70%): A 2-hour written exam test.</p> |                                 |

### (4) ATTACHED BIBLIOGRAPHY

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| <p>- Suggested bibliography:</p> <p>"Chartering Manual by Practitioners" 2019 , by T.Pagonis and N.Pentheroudakis - Practitioners Book Avenue,London (www.practibooks.co.uk)</p> <p>Thomas' Stowage - The Properties and Stowage of Cargoes<br/>8th edition 2018</p> <p>- Related academic journals:</p> <p>Court Cases</p> |
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