

# CONFLICT MANAGEMENT AND NEGOTIATION

## OBHR 4352.001

COURSE SYLLABUS—K RITCHEY—S2013—MON. 4-6:45 PM

<b>Course Information</b>	<i>Course Number/Section</i>	OBHR 4352.001
	<i>Course Title</i>	Conflict Management and Negotiation
	<i>Term</i>	Spring 2013
	<i>Day / Time /Room</i>	Monday, 4-6:45 PM, JSOM-Room 2.902
<b>Contact Information</b>	<i>Professor</i>	Kemberly Ritchey
	<i>Email Address</i>	<a href="mailto:kar014400@utdallas.edu">kar014400@utdallas.edu</a>
	<i>Office Location</i>	UTDallas, JSOM-Room 2.902
	<i>Office Hours</i>	After Class

### Course Description

Conflict Management and Negotiation OBHR 4352 takes the principles of effective communication and applies them to the art of resolving conflicting interests in a collaborative manner that is conducive to building strong personal and professional relationships. Toward that purpose, this course examines the theories and processes of negotiation, as well as the strategies and skills that are essential for achieving long-term success. The objectives of the course include covering the dynamics of interpersonal dialogue, examining the purposes associated with various styles of conflict resolution, dissecting the strategies of collaborative bargaining, recognizing the importance of identifying issues and expanding options, and studying how to avoid and respond to weaknesses, biases and ethical concerns that threaten positive resolution. Practical skills are developed through the use of in-class simulations, and role-plays.

### Student Learning Objectives/Outcomes

- Students will practice the communication skills required to navigate emotionally charged conversations.
- Students will study the differences between competitive and collaborative bargaining and identify examples of each.
- Students will assess their own conflict management styles, and apply that information toward the goal of strengthening their negotiation skills.
- Students will demonstrate an understanding of negotiation concepts, processes, and strategies through group discussions, periodic assessments, and experiential exercises.
- Students will acquire skills for recognizing and managing misunderstandings, biases and unethical practices that threaten the negotiation process.

### Required Textbooks

Crucial Confrontations, Patterson, Grenny, McMillan & Switzler, McGraw-Hill  
Negotiation Genius, Deepak Malhotra and Max H. Bazerman, Bantam Books

## Course Requirements

The course structure will include class discussions, practice exercises, small group role-plays, group presentation and “fish-bowl” demonstrations. A significant portion of the class time will involve experiential exercises accompanied by in-class responses, all of which go into the class participation grade. If regular and prompt attendance is a problem, this may not be the right class for you. In the case of illness or some other unforeseen emergency, an email to the instructor is required before the class meets. Grades will reflect all missed activities. If you miss class, arrange to get notes and any assignment updates from a group member.

Exams will be given once. Make-up exams will be written in a different format than the original test, and the day and time to take the make-up must be arranged with the instructor. It is the student’s responsibility to contact the instructor if they miss an exam. No extra credit will be given. Grades will be based on the criteria outlined for the class.

### Grades will be calculated as follows

- 20% In-class exercises, class participation and any homework exercises**
- 20% Group presentation on an assigned topic**
- 30% Exam 1—Over concepts covered in class and the assigned readings**
- 30% Exam 2—Over concepts covered in class and the assigned readings**

### **University Grading Scale** (Unofficial, for reference only; Official scale available on UTD website)

97-100 = A+	93-96.99 = A	90-92.99 = A-	87-89.99 = B+	83-86.99 = B
80-82.99 = B-	77-79.99 = C+	73-76.99 = C	70-72.99 = C-	67-69.99 = D+
63-66.99 = D	60-62.99 = D-	anything below 60% is a grade of F		

### **Academic Integrity**

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrate a high standard of individual honor in his or her scholastic work.

Scholastic Dishonesty, any student who commits an act of scholastic dishonesty is subject to discipline. Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

Plagiarism, especially from the web, from portions of papers for other classes, and from any other source is unacceptable and will be dealt with under the university’s policy on plagiarism (see general catalog for details). This course will use the resources of turnitin.com, which searches the web for possible plagiarism and is over 90% effective.

### **Respect**

We will respect all opinions and cultures in class. All discussions and comments should be respectful of other persons. The course is not the appropriate forum for advancing personal agendas.

**Go to E-Learning for a complete syllabus.**

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# Negotiation, OBHR 4352. --Brief Course Calendar

K. Ritchey, UTDallas Spring 2013

The details of this syllabus may change at the discretion of the instructor and with student notification.

<b>Class</b>	<b>Date</b>	<b>Topics</b>	<b>Assignments</b>
1	Jan 14	Introductions Syllabus Teamwork Exercise <i>Lost at Sea</i>	Ch 1 in Negotiation Genius (NG) Ch 1 in Crucial Confrontations (CC)  No Class on Jan 21 <sup>st</sup> - MLK
2	Jan 28	Conflict Theories Conflict Styles Negotiation Terms and Framework Negotiation Exercise- <i>Hamilton Estates</i>	Continue reading Ch 2-3 NG Ch 2 CC
3	Feb 4	Effective Communication Responding to Conflict Preparing to Negotiate Negotiation Exercise- <i>The Garage Sale</i>	Continue reading Ch 4 NG Ch 3 CC Group #1 Presents Next Week
4	Feb 11	Group #1 Presents <b>Models of Communication</b> Active Listening Crucial Confrontations <i>Call Center Exercise</i>	Continue reading Ch 5-6 NG Ch 4-5 CC Group #2 Presents Next Week
5	Feb 18	Group #2 Presents <b>Emotional Intelligence</b> Framing--Biases Investigative Negotiation Negotiation Exercise- <i>The Family Business</i>	Continue reading Ch 7-8 NG Ch 6-7 CC Group #3 Presents Next Week
6	Feb 25	Group #3 Presents <b>Motivation and Influence</b> Motivation in the Workplace-TED Framing--Perspective Review for Exam	<b>Study for Exam #1:</b> Class Discussions CC 1-7 ; NG 1-8 Presentations
7	Mar 4	<b>Exam #1</b>	<b>No class on Mar 11<sup>th</sup> --Spring Break</b>
8	Mar 18	Go Over Exam Influence-Cialdini Groupthink Resume—Group Decision Activity	Continue reading --Ch 9 NG

<b>9</b>	<b>Mar 25</b>	Groupthink Continued Introduction to Media Media Presentation Follow-up Exercise	Continue reading Ch 10 NG Ch 8 CC Group #4 Presents Next Week
<b>10</b>	<b>Apr 1</b>	Group #4 Presents <b>Business Ethics</b> 3 <sup>rd</sup> Party Negotiations Negotiation Exercise <i>The Agent</i>	Continue reading Ch 11 NG Ch 9-10 CC Groups #5 and #6 Present Next Week
<b>11</b>	<b>Apr 8</b>	Group #5 Presents <b>Forms of Power</b> Group #6 Presents <b>Styles of Leadership</b> Negotiating with Giants The Third Side	Begin to Study Notes for Test #2 Continue reading Ch 12-13 NG  Group #7 Presents Next Week
<b>12</b>	<b>Apr 15</b>	Group #7 Presents <b>Transformative Mediation</b> Mediation Process Ring-Serve Mediation Exercise	<i>Continue reading</i> <i>Ch 14 NG</i> <i>Ch 11-12 CC</i> Group #8 Presents Next Week
<b>13</b>	<b>Apr 22</b>	Group #8 Presents <b>Cross-cultural Negotiation</b> Crossing Cultures Exercise Cross-culture Negotiation Exam Review	Study for Exam 2 Study all class and group information since Exam 1 and textbook chapters
<b>14</b>	<b>Apr 29</b>	<b>Exam # 2</b>	<b>Last Time We Meet</b>

**I reserve the right to alter any portion of the preceding syllabus according to my best judgment.**

### Technical Support

If you experience any problems with your UTD account you may send an email to: [assist@utdallas.edu](mailto:assist@utdallas.edu) or call the UTD Computer Helpdesk at 972-883-2911.

### Student Conduct & Discipline

The University of Texas System and The University of Texas at Dallas have rules and regulations for the orderly and efficient conduct of their business. It is the responsibility of each student and each student organization to be knowledgeable about the rules and regulations which govern student conduct and activities. General information on student conduct and discipline is contained in the UTD printed publication, *A to Z Guide*, which is provided to all registered students each academic year.

The University of Texas at Dallas administers student discipline within the procedures of recognized and established due process. Procedures are defined and described in the *Rules and Regulations, Series 50000, Board of Regents, The University of Texas System*, and in Title V, Rules on Student Services and Activities of the university's *Handbook of Operating Procedures*. Copies of these rules and regulations are available to students in the Office of the Dean of Students, where staff members are available to assist students in interpreting the rules and regulations (SU 1.602, 972/883-6391) and online at <http://www.utdallas.edu/judicialaffairs/UTDJudicialAffairs-HOPV.html>

A student at the university neither loses the rights nor escapes the responsibilities of citizenship. He or she is expected to obey federal, state, and local laws as well as the Regents' Rules, university regulations, and administrative rules. Students are subject to discipline for violating the standards of conduct whether such conduct takes place on or off campus, or whether civil or criminal penalties are also imposed for such conduct.

### **Copyright Notice**

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials, including music and software. Copying, displaying, reproducing, or distributing copyrighted works may infringe the copyright owner's rights and such infringement is subject to appropriate disciplinary action as well as criminal penalties provided by federal law. Usage of such material is only appropriate when that usage constitutes "fair use" under the Copyright Act. As a UT Dallas student, you are required to follow the institution's copyright policy (Policy Memorandum 84-1.3-46). For more information about the fair use exemption, see <http://www.utsystem.edu/ogc/intellectualproperty/copypol2.htm>

### **Email Use**

The University of Texas at Dallas recognizes the value and efficiency of communication between faculty/staff and students through electronic mail. At the same time, email raises some issues concerning security and the identity of each individual in an email exchange. The university encourages all official student email correspondence be sent only to a student's U.T. Dallas email address and that faculty and staff consider email from students official only if it originates from a UTD student account. This allows the university to maintain a high degree of confidence in the identity of all individual corresponding and the security of the transmitted information. UTD furnishes each student with a free email account that is to be used in all communication with university personnel. The Department of Information Resources at U.T. Dallas provides a method for students to have their U.T. Dallas mail forwarded to other accounts.

### **Withdrawal from Class**

The administration of this institution has set deadlines for withdrawal of any college-level courses. These dates and times are published in that semester's course catalog. Administration procedures must be followed. It is the student's responsibility to handle withdrawal requirements from any class. In other words, I cannot drop or withdraw any student. You must do the proper paperwork to ensure that you will not receive a final grade of "F" in a course if you choose not to attend the class once you are enrolled.

### **Student Grievance Procedures**

Procedures for student grievances are found in Title V, Rules on Student Services and Activities, of the university's *Handbook of Operating Procedures*. In attempting to resolve any student grievance regarding grades, evaluations, or other fulfillments of academic responsibility, it is the obligation of the student first to make a serious effort to resolve the matter with the instructor, supervisor, administrator, or committee with whom the grievance originates (hereafter called "the respondent"). Individual faculty members retain primary responsibility for assigning grades and evaluations. If the matter cannot be resolved at that level, the grievance must be submitted in writing to the respondent with a copy of the respondent's School Dean. If the matter is not resolved by the written response provided by the respondent, the student may submit a written appeal to the School Dean. If the grievance is not resolved by the School Dean's decision, the student may make a written appeal to the Dean of Graduate or Undergraduate Education, and the dean will appoint and convene an Academic Appeals Panel. The decision of the Academic Appeals Panel is final. The results of the academic appeals process will be distributed to all involved parties. Copies of these rules and regulations are available to students in the Office of the Dean of Students, where staff members are available to assist students in interpreting the rules and regulations.

### **Incomplete Grade Policy**

As per university policy, incomplete grades will be granted only for work unavoidably missed at the semester's end and only if 70% of the course work has been completed. An incomplete grade must be resolved within eight (8) weeks from the first day

of the subsequent long semester. If the required work to complete the course and to remove the incomplete grade is not submitted by the specified deadline, the incomplete grade is changed automatically to a grade of E.

### **Disability Services**

The goal of Disability Services is to provide students with disabilities equal educational opportunities. Disability Services provides students with a documented letter to present to the faculty members to verify that the student has a disability and needs accommodations. This letter should be presented to the instructor in each course at the beginning of the semester and accommodations needed should be discussed at that time. It is the student's responsibility to notify his or her professors of the need for accommodation. If accommodations are granted for testing accommodations, the student should remind the instructor five days before the exam of any testing accommodations that will be needed. Disability Services is located in Room 1.610 in the Student Union. Office hours are Monday – Thursday, 8:30 a.m. to 6:30 p.m., and Friday 8:30 a.m. to 5:00 p.m. You may reach Disability Services at (972) 883-2098. Guidelines for documentation are located on the Disability Services website at <http://www.utdallas.edu/disability/documentation/index.html>

### **Religious Holy Days**

The University of Texas at Dallas will excuse a student from class or other required activities for the travel to and observance of a religious holy day for a religion whose places of worship are exempt from property tax under Section 11.20, Tax Code, Texas Code Annotated. The student is encouraged to notify the instructor or activity sponsor as soon as possible regarding the absence, preferably in advance of the assignment. The student, so excused, will be allowed to take the exam or complete the assignment within a reasonable time after the absence: a period equal to the length of the absence, up to a maximum of one week. A student who notifies the instructor and completes any missed exam or assignment may not be penalized for the absence. A student who fails to complete the exam or assignment within the prescribed period may receive a failing grade for that exam or assignment.

If a student or an instructor disagrees about the nature of the absence [i.e., for the purpose of observing a religious holy day] or if there is similar disagreement about whether the student has been given a reasonable time to complete any missed assignments or examinations, either the student or the instructor may request a ruling from the chief executive officer of the institution, or his or her designee. The chief executive officer or designee must take into account the legislative intent of TEC 51.911(b), and the student and instructor will abide by the decision of the chief executive officer or designee.

***These descriptions and timelines are subject to change at the discretion of the Professor.***