

Course Syllabus
OB 6332.O12 / HMG 6324.O12
The University of Texas at Dallas

[Course Info](#) | [Tech Requirements](#) | [Access & Navigation](#) | [Communications](#) | [Resources](#)
[Assessments](#) | [Academic Calendar](#) | [Scholastic Honesty](#) | [Course Evaluation](#) | [UTD Policies](#)

Course Information

Course

Course Number Section	OB 6332 / HMG 6324
Course Title	Negotiation
Term and Dates	8/27/2012 - 12/12/2012

Professor Contact Information

Professor	Laurie Ziegler, Ph.D
Office Phone	972-883-2847
Email Address	eLearning email
Office Location	SM 4.210
Online Office Hours	Wednesday 1:00 – 2:00 pm CT eLearning Chat
Other Information	I am happy to talk with you on the phone or meet with you in person. If you would like to make an appointment, please email me through the course site.

About the Instructor

Hi. I am Laurie Ziegler (aka Dr. Z.). I am a Clinical Professor and have been a member of the faculty at UTD since 1993. I primarily teach Organizational Behavior and Negotiation/Dispute Resolution in Graduate, Undergraduate and Executive Education programs. My research interests include organizational communication, personality and organizational performance, managerial and organizational cognition, influence, conflict and negotiation. I enjoy reading, old movies (the black and white versions), snow skiing, golf, fly fishing, refinishing furniture, gardening and my family including my rescue dog.

Course Pre-requisites, Co-requisites, and/or Other Restrictions

OB 6301: Organizational Behavior

Course Description

Negotiation is the science and art of reaching agreements between interdependent parties who seek to maximize their outcomes. Negotiations occur to either create something new that neither party could create alone or to resolve an issue or dispute between parties. The development of negotiation and other dispute management skills will help you analyze issues from a variety of perspectives and secure acceptance of the solutions you reach. This course is conducted as a virtual seminar and depends primarily on each student's individual contribution. It is experientially based and draws heavily on

simulations, case studies, questionnaires and class discussions. Sound principles derived from the studies of conflict management, negotiation and influence provide the theoretical underpinnings of the course.

Student Learning Objectives/Outcomes

- 1) Students will be able to assess a conflict situation and develop and implement a plan to manage it.
- 2) Students will break down negotiation situations into their constituent parts and choose the most effective method to solve them.
- 3) Students will analyze their personal bargaining styles and learn how to interpret and apply them.
- 4) Students will understand and be able to apply influence techniques to their work and life experiences.

Required Textbooks and Materials

Essentials of Negotiation 5th ed., Lewicki, Saunders & Barry, McGraw-Hill Irwin,
ISBN: 978- 0-07-353036-9

Negotiation: Readings, Exercises and Cases, 6th ed. Lewicki, Saunders & Barry, McGraw-Hill Irwin,
ISBN: 978- 0-07-353031-4

Influence: Science and Practice, 5th ed., Robert Cialdini, Pearson, ISBN: 0-205-60999-6

Suggested Course Materials

There are two seminal books that provide the foundation for negotiation. They are good to have in your library and will impress your clients, customers and colleagues!

Getting to Yes: Negotiating Agreement Without Giving In, Fisher. Ury and Patton, Penguin Books,
ISBN: 0-14-015735-2

Getting Past No: Negotiating Your Way From Confrontation To Cooperation, Ury, Bantam Books,
ISBN: 0-553-37131-2

Textbooks and other materials can be ordered online through [Off-Campus Books](#) or the [UTD Bookstore](#). They are also available in stock at both bookstores. You may use other sources.

Course Policies

Make-up exams

You will have a significant exam window and should not need to make up an exam. If you have a documented emergency, please let me know and I will work with you.

Extra Credit

There is no extra credit.

Late Work

Late work will not be accepted.

Special Assignments

There are no special assignments.

Class Participation

You are required to login regularly to the online course site. I will use the tracking feature in eLearning to monitor student activity. You are also required to participate in all class activities such as: discussion board, chat, conference sessions and team work.

Virtual Classroom Citizenship

The same guidelines that apply to traditional classes should be observed in the virtual classroom environment. Please use proper netiquette when interacting with class members, our TA and with me.

Policy on Server Unavailability or Other Technical Difficulties

The university is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UTD eLearning Help Desk: <http://www.utdallas.edu/elearninghelp>, 1-866-588-3192. The instructor and the UTD eLearning Help Desk will work with the student to resolve any issues at the earliest possible time.

[Top](#)

Technical Requirements

In addition to a confident level of computer and Internet literacy, certain minimum technical requirements must be met to enable a successful learning experience. Please review the important [technical requirements](#) on the [Getting Started with eLearning \(Pilot\) webpage](#).

[Top](#)

Course Access and Navigation

This course was developed using a web course tool called eLearning Pilot. It is to be delivered entirely online. Students will use their UTD NetID account to login at: <http://elearningpilot.utdallas.edu>. Please see more details on [course access and navigation information](#).

To get started with an eLearning course, please see the [Getting Started with eLearning \(Pilot\) webpage](#).

UTD provides eLearning technical support 24 hours a day/7 days a week. The services include a toll free telephone number for immediate assistance (1-866-588-3192), email request service, and an online chat service. Please use this link to access the UTD eLearning Support Center: <http://www.utdallas.edu/elearninghelp>.

[Top](#)

Communications

This eLearning course has built-in communication tools which will be used for interaction and communication. Some external communication tools such as regular email and a web conferencing tool may also be used during the semester. For more details, please visit the [eLearning Pilot Tutorials webpage](#) for video demonstrations on numerous tools in eLearning Pilot.

Interaction with Instructor

I will communicate with you mainly using the Email and Discussions tools. Please send personal concerns or questions to me using the course Email tool. Do not post private information on the Discussion Board. I will reply to your emails or Discussion Board messages within 3 working days under normal circumstances.

Remember, if you have technical difficulties contact eLearning support as listed under Course Access and Navigation.

[Top](#)

The following university resources are available to students:

UTD Distance Learning:

<http://www.utdallas.edu/elearning/students/cstudents.htm>

McDermott Library:

Students will need a UTD-ID number to access all of the library's online electronic resources (reserves, journal articles, ebooks, interlibrary loan) from off campus. For UTD students living within those counties who are taking online courses, a Comet Card is required to check out materials at the McDermott Library. For more information on library resources go to <http://www.utdallas.edu/library/distlearn/disted.htm>.

[Top](#)

Student Assessments

Grading Information

Exams	Exam 1	25%
	Exam 2	25%
Preparation and Participation	Personal Statement	2%
	Class Contributions	18%
	WebEx Synchronous Session	10%
Negotiation Facilitation	Article or Film/TV Analysis	20%
Total		100%

Grading Scale

Scaled Score	Letter Equivalent
89.90-100	A
79.90-89.89	B
70-79.89	C
Less than 70	F

Grading Policy

If you have questions about exam grades, please send them to me via email or make an appointment with me. Be specific about how you believe that your answer was correct. **All inquiries must be made within one week of the close of the exam window.**

Accessing Grades

Students can check your grades by clicking “My Grades” under Course Tools after the grade for each assessment task is released.

Accessing Course Material

In the Course Menu (on the left side of the screen), you will find a link called **Course Homepage**. This area will have the following materials:

- **Getting Started** - UTD eLearning information
- **Course Syllabus**
- **Learning Modules** – This is where you will access my lectures and where you will begin the course.
 - **Module 0: Begin here!** – click on this
 - Dr. Z’s Video Introduction – my welcome to you
 - Group Sign-up Sheet – use for team facilitation project
 - Sign-up Sheet – use to sign up for WebEx Session
 - Syllabus Quiz – may also be accessed under **Assessments**
 - Personal Statements – may also be accessed from the **Discussion Board**
 - **Module 1** – will become available after answering all questions correct on the Syllabus Quiz
 - **Module 2** – will become available after answering all questions correct on the Syllabus Quiz

Once you have completed the syllabus quiz, you can access my multi-media files and are ready to go!

Course Design

This course is run primarily on the Discussion Board. The Discussion Board is divided into several threads as follows:

General Class Bulletin:

Messages from Dr. Z. – I will send messages and post interesting information here.

Messages for Dr. Z. – Post public messages for me here.

Messages for TA – He/She is the keeper of the gradebook.

Personal Statement – This is an easy 100% for 2% of your grade. Post, on time, the information I requested below.

Student Lounge – Talk to your fellow students. I do not enter this forum.

Class Discussions Bulletin: These count for participation points.

Simulations/Role Plays

Simulation/Role Play Debriefs

Self-Assessment Surveys

Unit Discussions Bulletin: These count for participation points.

Units are posted here for discussion based on dates as stated in the syllabus schedule.

Team Facilitations Bulletin: These count for participation and team facilitation points.

Private Group Discussion Boards are accessible via the My Groups link at the bottom of the Course Menu.

Assignments/Course Learning Activities

2 Exams at 25% each (50%)

You will take two on-line exams. They cover the material preceding the exam dates and are in multiple choice format and assess definitional and applied knowledge. You have generous time windows within which to take the exams. Do not request to take your exams at a different time. Please plan accordingly. The exams are open book; however, you must take the exams by yourself and are prohibited from sharing information with your classmates or downloading the exams. Refer to the **Student Conduct & Discipline and Academic Integrity Policies**. Feel free to study together. You can access exams by clicking the **Assessments** link on the course menu or by using the **exam** icon under the associated module. Each exam is timed and can be accessed only once within the scheduled time window. Please read the on-screen instructions carefully before you click “Begin”. After each exam is graded and released, you may go back to the **My Grades** section of the course and click on your grade to review your exam results. I have provided you study guides that contain the breakdown of exam questions. Exams open at 5:00 am CT and close at 11:59 pm CT. Exam windows can be found under due dates and on your Course Schedule.

Preparation and Participation (30%)

Personal Statement (2%) Due 9/9/2012 11:59 PM

Post your personal statement on the discussion board. Provide the following information in this numbered order:

1. Your name. Are you an HMGT student? Please reply "Yes, I am an HMGT student" if you are. This will help for the team project.
2. A description of your job and employer/industry information (current or previous)
3. Your familiarity with negotiation concepts (scan your textbook, the module outlines, or your course schedule for ideas)
4. Where you are located geographically
5. What you hope to gain from this course
6. Anything else that is important to you that will give us a fuller picture of who you are
7. You may also provide pictures of you, your spouse, your children, your best animal friend, your car, etc.

Class Contributions (18%)

Class contributions are assessed based on the quality of your contributions to the simulations/role plays, simulation/role play debriefs, self-assessment surveys, unit discussions and team facilitations. It is expected that you will contribute, at a minimum, two times every three weeks on different days and under different threads. If we are conducting a negotiation role play you are expected to participate. Your comments will be evaluated based on the following criteria:

1. Preparation and participation in class role plays, team facilitations and other activities
2. Reflective and critical thinking that contributes to the flow of the discussion but does not dominate the discussion (you can actually lose points if you consistently move the conversation off-topic)
3. Insightful and creative ideas based on the concepts and theories discussed in class
4. Integration of relevant personal experiences and current events
5. Builds on comments of others
6. Goes beyond the "I feel" concept and provides some evidence or logic for your comments.
7. Does not "reiterate/recap" your negotiations

Important: Although this course is conducted in a virtual environment and lends itself to asynchronous activities, we will have two live WebEx sessions. There are also time lines associated with the various course activities.

WebEx Live Negotiation Sessions (10%)

I have scheduled two WebEx negotiation sessions that are held live and synchronously. You must attend, prepare and fully participate in one of these sessions. You will sign up for your session using the sign up sheet located on the **Course Content** page. You must sign up by 9/21 so that I may put you into negotiation groups. The dates for the two sessions are on the syllabus schedule.

Team Facilitation Projects (20%)

Choose from the following two options. You may combine them. These facilitations will be conducted in small groups and you will facilitate them on the discussion board. Dates are on the course schedule. Participation grades are determined by no facilitating student responses to the team facilitation. The facilitating teams' grades are determined by the criteria specified below. You will provide to me your team name and team project under **Assignments: Team Projects by 9/9**. Have one member of your team submit your team name, team member's names in alphabetical order and team project choice. **Type in your information. Do not add an attachment.** If two teams choose the same article/Movie/TV series, then the first team who requests the project will get it. As this course is cross-listed with OB 6332 and HMG 6324, I suggest that the Health Care Management students work together on the team project. You can find out this information by reading the personal statements.

The Project

The team projects occur throughout the semester. You do not have to facilitate material based on concept(s) we are discussing during a particular time period. Choose whatever you like that will help enhance your life experiences within the concepts of conflict, negotiation and influence. Be creative. Have fun!

1. Present and facilitate a discussion based on articles from Negotiation: Readings, Exercises and Cases or other academic material. Although you may want to facilitate material in the popular press, back up your ideas with academic material and provide a reference list. You may use Power Point slides, Prezi, video clips, or anything else that illustrates the key points. This should be interactive. It is your job to keep conversations flowing throughout the week as well as respond to students' messages and comments.

OR

2. Present and facilitate a discussion based on a film or television show as it relates to course concepts. Back up your ideas with academic material and provide a reference list. You may use Power Point slides, Prezi, video clips, or anything else that illustrates the key points. This should be interactive. It is your job to keep conversations flowing throughout the week as well as respond to students' messages and comments.

OR

3. You may suggest a project to me and, subject to my approval design, your own team facilitation. Back up your ideas with academic material and provide a reference list. This should be interactive. It is your job to keep conversations flowing throughout the week as well as respond to students' messages and comments.

***Provide citations when you use other peoples' works and provide a reference list.**

How This Works

I will use a team project sign-up sheet to form groups. It is located on the **Course Content** page. A private discussion area is set up on the discussion board for internal group communications. A group chat room can also be created for each group to use. This is all confidential. I am the only one who can access these forums other than your team members. A web conference system is also available for use. Teams can schedule a live web conference for team work. Please see the [Web Conferencing page](#) for instructions on making a reservation and other web conference information. Each team has one week to facilitate their material. See dates on the course schedule.

Team Peer Evaluation (required) 12/10/2012 11:59 PM or earlier

I want all members to contribute fully to the team facilitation project; therefore, you are required to complete an evaluation of your participation and the participation of your team mates. Consider each member's ability to adhere to deadlines, availability, interpersonal skills, creativity, leadership, and responsibility to the team. The Team Peer Evaluation is confidential. Team evaluations are submitted under the *Assignment: Peer Evaluation* link. **Type in your evaluation. Do not add an attachment.** Follow the guidelines below.

Grading Rubric

Full contributor: (A) 100% of team points; contributed fully to the team project.
Less than full: (B) 85% of the team grade
(C) 75% of the team grade
(F) 50% of the team grade
(O) 0% of the team grade

Overall Evaluation

I will review the feedback and determine the percentage of the team grade you have earned. It is my hope that everyone receives an A and earns 100% of the team grade. If you are consistently rated low you may fail the team project. The moral of the story is "don't be a social loafer". Besides, this is a fun project! Also, it will help you learn how to get the most out of team members in your work place.

Provide the following information in this format.

List team member names in alphabetical order by last name, and assign a grade. Include yourself in the list.

1. Explain the contributions that each team member made. Why did you grade each person the way you did? Be specific. Justify any grades you assign that are below an "A".
2. What worked well within your team and what would you do to improve your team process?
3. What role did each team member take?

Important Notification

During weeks when we you are not having an exam, there will be two discussions conducted simultaneously. One is the unit discussion (Unit Discussions Bulletin) which I or anyone of you can post starter messages. These are based on the textbooks and my multi-media files. Students will then respond to these starter messages. The second area of discussion is the team facilitation project (Team Facilitations Discussion). Here the team facilitating for the week will start all of the messages. Do not post a starter message here. Reply/respond to the facilitating team. If you post a starter message here it will dilute the teams' facilitations and make for a very cluttered Discussion Board. We also have a separate area for role plays and self-assessments. All of these forums count for participation points.

Due Dates

8/24 – 9/11	Syllabus Gateway Quiz
9/9	Personal Statements
9/9	Team Name & Team Project
9/21	Sign up for WebEx Session
10/3	WebEx Session 1
10/8 - 10/14	Exam 1
11/19 - 11/25	University Closed – Fall Break and Thanksgiving
12/1	WebEx Session 2
12/10 or earlier	Peer Evaluations
12/10 - 12/16	Exam 2

Honor Code

Students are expected to respect the integrity of the course and their fellow students. Do not share any information about your classmates with others. We need to feel secure in order to fully gain from the course experiences. Regarding experiential exercises, you may not share confidential information with the other parties. However, you may reveal what you like during the negotiation process as long as you do not fabricate information that substantially changes the power distribution of the exercise or read verbatim from your confidential information. You may use any strategy except physical violence to reach agreement. You may not borrow notes about simulations, discuss exercises and cases, or, in any

other manner, obtain information related to this course from previous or current students. All of your work must be original. Plagiarism in any form will not be tolerated.

[Top](#)

Academic Schedule

Legend:

T = Textbook: Essentials of Negotiation R = Negotiation: Readings, Exercises and Cases

I = Influence: Science and Practice

TF= Team Facilitation

MODULES/UNITS/ DATES	TOPIC/LECTURE	READING/ON- LINE LECTURES	ACTIVITIES (Activities are also announced during the semester).	DUE DATES and Team Facilitations
M0: 8/27 -9/2	Course Access and Self- Orientation		Access my video introduction; course introduction; and Power of Persuasion video here. You do not need to watch the video at this point but please watch it as you are reading the Influence: Science and Practice material.	Syllabus gateway quiz 8/27 – 9/11
M1: U1: 8/27 -9/2	The Nature of Negotiation and Conflict	Chapter 1 (T)		Module 1 begins
9/3	Labor Day	No classes scheduled		
M1: U2: 9/4 -9/9	Strategies and Tactics of Distributive Bargaining	Chapter 2 (T)	Personal Bargaining Inventory (R)	9/9 Personal Statement Team Name & Team Project

M1: U3: 9/10 -9/16	Strategies and Tactics of Integrative Negotiation	Chapter 3 (T)		TF 1
M1: U4 9/17 -9/23	Negotiation: Strategy and Planning	Chapter 4 (T)	Planning for Negotiations (R)	TF 2
M1: U5 9/24 -9/30	Weapons of Influence Perception, Cognition, Emotion	Chapter 1 (I) Chapter 5 (T)	Six Channels of Persuasion Survey (R)	TF 3
M1: U6 10/1 -10/7	Reciprocation Communication	Chapter 2 (I) Chapter 6 (T)	Communication Competence Scale (R)	TF 4
10/3			WebEx Session: Live Negotiation	6:00 pm – 8:00 pm
10/8 - 10/14	Exam 1 Roll-out	Chapters: 1-6 (T) 1-2 (I)		10/8 5:00 am - 10/14 11:59 pm
M2: U7 10/15 - 10/21	Commitment and Consistency, Social Proof	Chapter 3 (I) Chapter 4 (I)		Module 2 begins TF 5
M2: U8 10/22 - 10/28	Liking Relationships	Chapter 5 (I) Chapter 9 (T)	The Trust Scale (R)	TF 6
M2: U9 10/29 – 11/4	Authority Power	Chapter 6 (I) Chapter 7 (T)		TF 7
M2: U10 11/5 - 11/11	Scarcity	Chapter 7 (I)		TF 8
M2: U11 11/12 - 11/18	Multiple Parties and Teams	Chapter 10 (T)		TF 9
11/19 -11/25	Fall Break & Thanksgiving holidays	No classes scheduled		
12/1			WebEx Session Live Negotiation	10:00 am – 12:00 pm
M2: U12 11/26 12/2	Instant Influence	Chapter 8 (I) Chapter 8 (T)	The SINS II Scale (R)	TF 10

	Ethics			
M2: U13 12/3 – 12/9	International and Cross- Cultural Best Practices	Chapter 11 (T) Chapter 12 (T)	The Cultural Intelligence Scale	
12/10 – 12/16 Exam 2 Roll-out		Chapters 7-12 (T) 3-8 (I)		12/10 5:00 am - 12/16 11:59 pm.

[Top](#)

Scholastic Honesty

The University has policies and discipline procedures regarding scholastic dishonesty. Detailed information is available on the [UTD Judicial Affairs](#) web page. All students are expected to maintain a high level of responsibility with respect to academic honesty. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students and the integrity of the University, policies on scholastic dishonesty will be strictly enforced. **(Revise and/or state your own policy as necessary).**

[Top](#)

Course Evaluation

As required by UTD academic regulations, every student must complete an evaluation for each enrolled course at the end of the semester. A link to an online instructional assessment form will be emailed to you for your confidential use.

[Top](#)

University Policies

The information contained in the following link constitutes the University's policies and procedures segment of the course syllabus.

Please go to <http://go.utdallas.edu/syllabus-policies> for these policies.

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

[Top](#)