

Course Information

Course Number/Section	OBHR 4352.001
Course Title	Conflict Management and Negotiation
Term	Fall, 2016
Day / Time /Room	Wednesday, 4-6:45 PM, JSOM-Room 2.714

Professor Contact Information

Professor	Kemberly Ritchey
Email Address	kar014400@utdallas.edu
Office Location	UTDallas, JSOM-Room 2.714
Office Hours	After Class

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

Prerequisites: Junior or Senior standing and (MATH 1325 or MATH 2413 or MATH 2417).

Course Description

This course explores the theories, processes, and practical techniques of negotiation so that students can successfully negotiate and resolve disputes in a variety of situations including interpersonal and group settings. Emphasis is placed on understanding influence and conflict resolution strategies; identifying interests, issues, and positions of the parties involved; analyzing co-negotiators, their negotiation styles, and the negotiation situations; and managing the dynamics associated with most negotiations. Practical skills are developed through the use of simulations and exercises.

Student Learning Objectives/Outcomes

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.

- 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 and Materials

Required Text: Negotiation Genius, Deepak Malhotra and Max H. Bazerman, Bantam Books

Suggested Course Materials

Two (2) scantrons: 882-E (half page green scantron)

Assignments & Academic Calendar

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

Class	Date	Topics	Assignments
1	Aug 24	Introductions/Syllabus Groups <i>Lost at Sea</i>	Read Ch 1 in Negotiation Genius (NG)
2	Aug 31	Conflict Theories/ Styles Terms and Framework <i>Antiques</i>	Continue reading Ch 2-3 NG
3	Sept 7	Effective Communication Preparing to Negotiate <i>The Garage Sale</i>	Continue reading Ch 4 NG
4	Sept 14	MBTI Framing—Biases <i>Parsons Mkt.</i>	Continue reading Ch 5-6 NG
5	Sept 21	Group #1 Presents Active Listening Crucial Confrontation Negotiation Errors Group #2 Presents Emotional Intelligence	Continue reading Ch 7-8 NG
6	Sept 28	Group #3 Presents Ethics <i>Recap Listening - EQ</i> Business Ethics 3 rd Party Negotiations <i>The Agent</i>	Study for Test

7	Oct 5	Exam #1	
8	Oct 12	Media Presentation on Groupthink	Groupthink Assignment
9	Oct 19	Group #4 Presents Team Building Teams and Groups Groupthink	Continue reading Ch 9-10 NG
10	Oct 26	<i>The Estate Negotiation</i>	
11	Nov 2	Group #5 Presents Influence Motivation in the Workplace Framing—Perspective <i>Framing Exercise</i>	Continue reading Ch 11-12 NG
12	Nov 9	Group #6 Presents Power Leadership <i>The New Boss</i> Facing Giants Group #7 The Third Side	Continue reading Ch 13 NG
13	Nov 16	Group #8 Presents Generations Collide Cross-cultural Negotiation <i>Crossing Cultures Exercise</i>	
14	Nov 30	T-Mediation Mediation <i>Ring and Serve Mediation</i>	
15	Dec 7	Exam #2	Last time we meet.

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

Grading Policy

(including percentages for assignments, grade scale, etc.)

The course structure will include class discussions, practice exercises, small group role-plays, group presentations and “fish-bowl” demonstrations. A significant portion of the class time will involve experiential group exercises accompanied by in-class responses, all of which go into the class participation grade. These cannot be made up. **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 calculated as follows

10% In-class exercises, class participation

10% 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		

Course & Instructor Policies

Electronics:

- **None during testing**
- **During class phones should be put away and laptops or tablets used only for notes. You are expected to attend to lectures and participate in group activities. If your device becomes a distraction, I will ask you to put it away.**

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.

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 F.

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.

Technical Support

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

Off-campus Instruction and Course Activities

None

Comet Creed

This creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same:

“As a Comet, I pledge honesty, integrity, and service in all that I do.”

UT Dallas Syllabus Policies and Procedures

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.

The descriptions and timelines contained in this syllabus are subject to change at the discretion of the Professor.