Course Syllabus
Negotiation
The University of Texas at Dallas

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Course Information

Course

Course Number Section:	OB 6332.0W1/HMGT 6324.0W1/OPRE 6396.0W1/SYSM 6333.0W1/MECO 6352.0W1
Course Title:	Negotiation
Term and Dates	8/22/16 – 12/15/16

Professor Contact Information

Professor: Laurie Ziegler, Ph.D.

Email Address: eLearning Messages Tool

Office Location: JSOM 4.210

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 contact me through the Messages tool.

Instructional Designer Contact Information – Contact for all technical issues

Irma Madrigal Email: eLearning@utdallas.edu

Both Irma and another Instructional Designer will monitor the eLearning email address and will respond back to any emails within one work day (Monday – Friday from 8:30am – 5:30 pm, with the exception of official school holidays). For any technical assistance outside these days and times, please contact the eLearning Helpdesk: 1-866-588-3192.

TA Contact Information

Name: TBA

Contact: eLearning Messages Tool

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, managerial and organizational cognition, influence, 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

None

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, Bantom 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.

Professor's Policy

You will receive a zero if it is verified that you have cheated or plagiarized on any assignment or assessment.

You will receive a 10 point deduction on your individual grade for the team facilitation project if you fail to turn in your team facilitation peer evaluation on time.

Course Policies - This course is designed for maximum flexibility within a pedagogically sound schedule. Therefore my policies are as follows:

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

Beginning the first week of classes, 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. If you are unable to participate weekly, this class is not the one for you.

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 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.

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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 webpage.

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Course Access and Navigation

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

To get started with an eLearning course, please see the Student eLearning Tutorials.

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.

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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 Tutorials webpage for video demonstrations on numerous tools in eLearning.

Interaction with Instructor

I will communicate with you mainly using the eLearning Messages and Discussions tools. Please send personal concerns or questions to me using the course Messages tool. Do not post private information on the Discussion Board. I will reply to your messages or Discussion Board posts within 3 working days under normal circumstances. Do not contact me through my UTD account unless you have an emergency situation. I keep all of my student materials and messages on my course site.

Remember, if you have technical difficulties contact eLearning support as listed under Course Access and Navigation. I am not a technical expert. Rely on me for content ☺

Interaction with Course

When you log into your course there is a section that says **Announcements**. This is where I will post information of general importance to you. I post daily/weekly information on the **Discussion Board**. Also, on your log in page you should see something called **Messages**. Here you will see if you have internal messages.

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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/distance.html.

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Student Assessments

Grading Information

Exams	Exam 1 Exam 2	25% 25%
Preparation and Participation	Personal Statement Class Contributions Synchronous Session	2% 18% 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
69.90 - 79.89	C
Less than 69.90	F

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 and Course Introduction Videos – my welcome to you
    - Syllabus
    - Team Project Sign-up Sheet – use for team facilitation project (5 members / team maximum) Due 8/28
    - Adobe Connect Session Signup Sheet
    - Personal Statements – may also be accessed from the ***Discussion Board***

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.

General Class Discussion Bulletins: These do not count these toward participation points. But can be quite interesting.

Unit Discussions Bulletin: These count for participation points. Unit messages are posted here for discussion based on dates as stated in the syllabus schedule. I usually start these but you can start them as well.

Team Facilitations Bulletin: These count for participation grades if you are not the facilitating team and are the basis for your team facilitation points if you are the facilitating team.

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

Note: There are two pages associated with the discussion board.

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 11:00 pm CT. Exam windows can be found under due dates and on your Course Schedule.

Preparation and Participation (30%)

Personal Statement (2%) Due 9/4/16 11:00 pm CT

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

1. Your name. Which course are you enrolled in (OB, HMGT, OPRE, SYSM, MECO)?
2. A description of your job and employer/industry information (current or previous)
3. Your familiarity with negotiation concepts (scan your textbooks, 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 (maximum = 18%)

Class contributions are assessed based on the quality of your contributions to the unit discussions bulletins and the team facilitation bulletins. **For maximum participation points, it is expected that you will contribute each week under both Unit Discussions and Team Facilitation forums. This means that you will post two quality messages / week.** If you are the facilitating team, you need only post under the Unit Discussions for class contribution credit.

Class contribution grades are assessed for module 1 (9%) and module 2 (9%).

Virtual Negotiation Sessions (10%)

I have scheduled two graded 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 ***Course Homepage: Module 0***. You must sign up by **10/7** so that I may put you into negotiation groups and assign simulation and role information. The dates for the two sessions are **11/1 and 11/14.**

Team Facilitation Projects (20%)

Choose from the following three 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**.** Facilitating teams' grades are determined by the criteria specified below. You will provide to me your team name and team project under ***Assignments: Team Name*** **by 9/4 11:00 pm.** Have one member of your team submit your team name, team members' names in alphabetical order, team project choice and the dates of your facilitation. **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. I will let you know if there is a conflict. If you do not hear from me, then your project is approved. As the deadline for signing up for the Team Facilitation Project is early in the semester, you may change your project based on your conversations with your team mates. Just let me know to make sure there is no conflict with other teams. My goal with the early submission date is for you to become a team as quickly as possible. You may remember from your Organizational Behavior course a group goes through several processes before becoming a team: forming, storming, norming, performing and adjourning. I hope to move the first three stages of the process along quickly.

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, for maximum points back up your ideas with academic material and provide a reference list. You may use Power Point slides, Youtube, video clips, or anything else that illustrates the key points. This should be interactive. It is your job to keep conversations flowing as well as respond to students' messages and comments.

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

3. **You may suggest a project to me and, subject to my approval by the internal messaging system, design your own team facilitation.** Although you may want to facilitate material in the popular press, for maximum points back up your ideas with academic material and provide a reference list. This should be interactive. It is your job to keep conversations flowing as well as respond to students' messages and comments.

***Provide citations within your facilitation when you use other peoples' works and provide a reference list. The quality of your research is a key component in obtaining a high grade.**

How This Works

I use a team project sign-up sheet to form groups. It is located on the ***Course Content*** page. **I suggest you sign up within the first week of class as there is a limit of 4 people per group and your team name and tentative project is due by 9/4.** A private discussion area may be set up on the discussion board for internal group communications. A group chat room may also be created for each group to use. **Please contact the instructional designer if you wish to use these tools.**

These forums are confidential. I am the only one who can access them 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 (with the exception of TF 1 which begins a day late due to Labor Day holiday). For example, TF 2 facilitates from 9/12 – 9/18. Refer to dates on the course schedule. Team members are expected to be active during the entire time window.

Team Peer Evaluation (required) **12/5** 11:00 pm CT 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. There is no on-line rubric. If you fail to turn in the Team Peer Evaluation on time, I will deduct 10 points from your individual grade for the project. You must provide all of the following information to get credit for this assignment.**

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
	(0)	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 are two discussions forums conducted simultaneously. One is the unit discussion (Unit Discussions Bulletin) in which I or anyone of you can post starter messages. These are based on textbook materials and my multi-media files in the order presented on the course schedule. Students will then respond to these starter messages. The second area of discussion is the team facilitation project (Team Facilitation Bulletin). The facilitating team will start all of the messages. Do not post a starter message here unless you are the facilitating team. 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.

Important Dates

8/28	**Sign up for Teams**
9/4	**Personal Statements Due**
9/4	**Team Name & Team Project Due**
10/2	**Sign up for Virtual Sessions Deadline**
10/3 – 10/9	**Exam 1: Monday through Sunday**
11/1	**Virtual Session 1**
11/14	**Virtual Session 2**
12/5 or earlier	**Peer Evaluations Due**
12/9 – 12/ 15	**Exam 2: Tuesday through Monday**

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 (difficult to do on line) 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.

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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: 8/22 – 8/28	Course Access and Self-Orientation		Access my video introduction; course introduction; and Power of Persuasion video here. You do not need to watch the persuasion video at this point but please watch it as you are reading the Influence: Science and Practice material.	
M1: U1: 8/22 – 8/28	The Nature of Negotiation and Conflict	Chapter 1 (T)		Module 1 begins. Dr. Ziegler facilitates.
M1: U2: 8/29 – 9/4	Strategies and Tactics of Distributive Bargaining	Chapter 2 (T)	Personal Bargaining Inventory (R)	9/4 Personal Statement, Team Name & Team Project due. Dr. Z. facilitates.
9/5	Labor Day	No classes scheduled.		
M1: U3: 9/6 – 9/11	Strategies and Tactics of Integrative Negotiation	Chapter 3 (T)		TF 1 Facilitators may post on 9/5 if you like.
M1: U4	Negotiation:	Chapter 4 (T)	Planning for	TF 2

9/12 – 9/18	Strategy and Planning		Negotiations (R)	
M1: U5 9/19 – 9/25	Weapons of Influence Perception, Cognition, Emotion	Chapter 1 (I) Chapter 5 (T)	Six Channels of Persuasion Survey (R)	TF 3
M1: U6 9/26 – 10/2	Reciprocation Communication	Chapter 2 (I) Chapter 6 (T)	Communication Competence Scale (R)	TF 4 10/2 Sign up for Virtual Session 1 or 2.
10/3 – 10/9	**Exam 1 Roll-out**	Chapters: 1-6 (T) 1-2 (I)	Monday – Sunday exam window	10/3 5:00 am – 10/9 11:50 pm
M2: U7 10/10 – 10/16	Commitment and Consistency	Chapter 3 (I)		Module 2 begins TF 5
10/17 – 10/23	Social Proof	Chapter 4 (I)		TF 6
M2: U8 10/24 – 10/30	Liking Relationships	Chapter 5 (I) Chapter 9 (T)	The Trust Scale (R)	TF 7
M2: U9 10/31 – 11/6	Authority Power	Chapter 6 (I) Chapter 7 (T)		No TF
11/1	**Virtual Session 1**		Tuesday	4:00 – 6:00 pm CT
M2: U10 11/7 – 11/13	Scarcity	Chapter 7 (I)		TF 8
11/14	**Virtual Session 2**		Monday	4:00 – 6:00 pm CT
M2: U11 11/14 – 11/20	Multiple Parties and Teams	Chapter 10 (T)		TF 9
11/21 – 11/27	Fall Break / Thanksgiving	No Classes Scheduled.		
M2: U12 11/28 – 12/4	Instant Influence Ethics	Chapter 8 (I) Chapter 8 (T)	The SINS II Scale (R)	TF 10
M2: U13	International and	Chapter 11 (T)	The Cultural	Dr. Ziegler

12/5 – 12/11	Cross-Cultural Best Practices	Chapter 12 (T)	Intelligence Scale	Facilitates
12/5				Peer Evaluation: 12/5 or earlier
12/9 – 12/15	**Exam 2 Roll-out**	Chapters 7-12 (T) 3-8 (I)	This is a Friday through Thursday roll-out.	12/9 5:00 am – 12/15 11:50 pm CT

This schedule may be modified based on the course dynamics.

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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.

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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.

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University Policies

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.

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