

Course Syllabus

Course Information

Course Number/Section	OBHR 4352.002
Course Title	Negotiation and Dispute Resolution
Term	Spring 2019
Day / Time /Room	Monday, 1:00-3:45 PM, JSOM-Room 2.902

Professor Contact Information

Kemberly Ritchey – kar014400@utdallas.edu
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 negotiating solutions by identifying the 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 and practice collaborative bargaining.
 - 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.
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Required Text and Materials:

Negotiation Genius, Deepak Malhotra and Max H. Bazerman, Bantam Books
Two (2) scantrons: 882-E (half page green scantron) for exams.

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	Jan 14	Introductions/Syllabus Group Exercise Team Formation	Read Ch 1 in Negotiation Genius (NG)
	Jan 21	Dr. Martin Luther King Day	
2	Jan 28	Conflict Theory and Origins Martha and Steve Hamilton Estate Negotiation (Antiques)	Read Ch 2 and 3 in NG
3	Feb 4	Communication Models Conflict Patterns / Late Employee Moms.com Video Analysis: Singer Negotiation (Santos)	Read Ch 4 and 5 in NG Assignment 1 – (3 pts) “Browser Wars” on e-Learning Due Today Feb.4
4	Feb 11	Group #1 Presents- Active Listening Active Listening Crucial Confrontations Negotiation (Piano)	Read Ch 6 in NG
5	Feb 18	Group #2 Presents- EQ Emotional Intelligence / EQ Biases / Sports Case Studies Negotiation (Parsons)	Study for Exam Assignment 2 – (3 pts) “Overconfidence Bias” on e-Learning Due Today Feb. 18
6	Feb 25	Exam #1	
7	Mar 4	Exam Results Media Review of Groupthink Group Discussion	Read Ch 7 in NG
8	Mar 11	Group #3 Presents Group Formation Group Stages Group Exercise	Read Ch 8 and 9 in NG
	Mar 18	Spring Break	
9	Mar 25	Multi-Step Negotiation (Lakehouse)	Assignment 3 - (3pts) “Groupthink” on e-learning, <u>Due Today, Mar. 25</u>
10	Apr 1	Group #4 Presents Influence Motivation Framing—Perspective Group #5 Presents Leadership Styles	Read Ch 10 NG
11	Apr 8	Group #6 Ethics Leadership and Power Negotiation (Agent)	

12	Apr 15	Group #7 Power Mediation Group #8 Presents The Third Side Third Side Strategies	Assignment 4 – (3pts) “Third Party Agents” On e-learning, <u>Due Today, Apr 15</u> Read Ch 11 and 12 NG
13	Apr 22	Cross-cultural Negotiations Time and Context Group Exercise	Study for Exam
14	Apr 29	Exam #2	

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

Grading Policy

This class includes 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, which are graded and **cannot be made up**. If attendance will be a problem this class is not a good option.

Exams are given once. Should a student have a rare documented emergency and have to miss an exam, the student must contact the instructor immediately. Make-up exams will be in a different format than the original test, and the day and time will be arranged with the instructor.

Homework assignments are individual grades not group. If the instructor determines that answers were shared, then no credit will be given. Homework will not be taken late. Hand in a paper copy of homework in class on the day that it is due.

Grades will be calculated as follows

16% Attendance / in-class simulations (present for at least 8 of 10 in-class 2pt simulations; max pts 16)

12% 4 Assignments (4 assignments worth 3 pts each)

12% Group Presentation on an assigned topic (group assignment/group grade)

30% Exam 1—Over concepts covered in class and the assigned readings

30% Exam 2—Over concepts covered in class and the assigned readings

The student’s final grade equals the number of points earned out of a possible 100 points.

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		

There are no extra points or assignments.

Course & Instructor Policies

Electronics:

- None during testing
- During class phones should be put away and laptops or tablets used minimally for notes.
- Students are expected to attend to lectures and participate in all discussions and activities.

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.