

Instructor Adjunct Professor
Phone: xxx-xxxx
Email: jwells@dixie.edu
Office: Udvar-Hazy
Office hours: R, 7:45-8:45 P.M. & by appointment
Class Schedule: R 5:15 -7:45 P.M.

Pre-Requisites:

FIN3500 (Financial Negotiations)

Required Materials

1. The Mind and Heart of The Negotiator, Leigh L. Thompson, Pearson/Prentice Hall, Fourth edition, ISBN: 0-13-174227-2

Overview

This course is designed to help you better understand the theory, processes, and practices of negotiation, conflict resolution and relationship management so that you can be a more effective negotiator in a wide variety of situations. If you take advantage of the opportunities this course offers, you will be comfortable and more productive managing negotiations as well as professional and personal relationships.

You will develop an understanding of the principles, strategies, and tactics of effective negotiation, conflict resolution, and relationship management, and enhance your ability to assess the variables in negotiations, the impact of interpersonal styles, personality, and culture.

The course treats negotiation, conflict resolution and relationship management as complex processes that require the successful practitioner to develop and use a unique blend of perceptual, persuasive, analytical, and interpersonal skills. After each exercise, we will discuss what happened and why it happened so that you will develop understanding as well as factual knowledge.

We'll discuss strategies that worked and strategies that didn't. If a strategy didn't work we will examine why and discuss alternative approaches. You are taking this course to learn and improve. Thus, we expect that initially, individuals and groups will choose and use inappropriate strategies. By delving into the thinking that led to a particular strategy, critical thinking and effectiveness in future negotiations will improve. To learn as much as you can it is important to discuss not just what was effective and ineffective, but why the choices were made and how they affected the result. You will learn a lot about bargaining, resolving conflict, managing professional relationships, and yourself.

Course Objective

1. Assess the impact of factors including: specific issues in question, different stakeholder positions, interests, relationships, timing, environment, and group dynamics.
2. Use and integrated process for strategically planning for, conducting, and debriefing individual and group negotiations.
3. Develop and execute effective strategies and tactics for different situations that commonly arise in interpersonal and transactional negotiations.
4. Employ communication, problem solving, and influence techniques appropriate to a given situation.

5. Identify the differences between distributive and integrative situations and develop appropriate resolution strategies.

Attendance

You are expected to attend every class. If you miss a class, you are responsible for all material presented in class, regardless if you were present or not. This includes instructions on assignment format and turn-in procedures. Frequently, extra credit and class participations points are given in class for participation in discussions and class experiments. Missing class on these days may affect your final grade.

Confidentiality

A feeling of openness and trust among classmates will increase your ability to share with and learn from one another. To foster a free exchange of experiences, suggestions, and ideas, we expect that any information shared in this class be held in the strictest confidence.

Grading Components

The graded assignments and activities track progress in learning, understanding, and applying different negotiation, conflict resolution, and relationship building principles. They are:

Three Exams/Papers: (50%) Class Contribution: (35%) Negotiations Journal: (15%)

Exams: (50%) There are three in-class exams on the concepts, strategies, and tactics of relationship management and negotiations. The exams are based on the material in the text, class discussions, slides, and handouts; they may include, essay, analysis, multiple choice, sentence completion, etc.

- a. The first two exams each account for 12.5% of the grade
- b. The third exam is comprehensive and accounts for 25% of the grade.
- c. There are no make-up exams for unexcused absences.

Contribution: (35%) is based on the quality insights to class discussion, exercise participation, as well as effective preparation, planning, assignment completion, and attendance: Class members are expected to:

- d. Arrive on time for class
- e. Attend all classes
- f. Submit all materials on time and in the manner requested.
- g. Be fully attentive and engaged in the class (no computer surfing, IM, chatting, side bars, etc.)
- h. Actively participate in class, provide a high quality of comments and questions to class discussions and activities.
- i. Participate in assigned negotiations. You are evaluated on the sincerity of your efforts and compared to others in the same role.

Paper: (15 %) Negotiations Journal

(Typed, double-spaced, with Times Roman #12 font, maximum length of 3 pages),

Discusses what you actually learned from the class,

Articulates the key insights you have developed regarding the application of negotiation and relationship management theory and principles.

Identifies how you have used and anticipate applying what you have learned through course, readings, and activities.

Course Grade Computation

Your course grade is based on a point system. The point allocation for exams and homework is:

Points	Grade
>93	A
90 to 92.9	A-
87 to 89.9	B+
83 to 86.9	B
80 to 82.9	B-
77 to 79.9	C+
73 to 76.9	C
70 to 72.9	C-
<70	D

Class Honor Code

This is a negotiations course therefore additional honor codes must be followed. Namely:

- Don't show physical documents to counter parties
- The Only valid information you have is what is provided in the class
- Any other information you tell the other team that you don't know to be true is a lie
- Embellishment is up to you... Do not make up wild facts

How to do well in this course

- Come to class. Participate in class discussions. Take notes. Get to know others in the class.
- Do all the assigned readings, homework assignments, and suggested study problems and questions.
- Stay current! It is important that you review class notes on a routine basis in order to identify things you don't understand or may need help with. I recommend that you review your class notes at least once a week. Don't wait until the weekend prior to a test.
- Come in during office hours or make an appointment to meet at our offices whenever you're having difficulty or have questions you would like to discuss outside of class.
- Form or join and participate in a study group.

Due Dates

Assignments, projects and test due dates will be given in class. I try to be flexible in my schedule to allow for class discussion; for this reason, all dates on this syllabus are approximate. At the end of every section, I will announce the due dates for the assignments. In most cases you will have one week to complete the material after it has been discussed in class. Test and project dates will be given in class as well. It is your responsibility to communicate with me or other students if you are not present when the dates are given. I am more flexible with late work and tests if it has been

communicated prior to the due date. Unless prior approval is given, late homework may be given half credit. I reserve the right to not accept late work or give tests after the scheduled testing date.

Class Communication/Dmail

Important class and college information will be sent to your D mail email account. This information includes your DSC bill, financial aid/scholarship notices, notification of dropped classes, reminders of important dates and events, and other information critical to your success in this class and at DSC. All DSC students are automatically assigned a Dmail email account. If you don't know your user name and password, go to www.dixie.edu and select "Dmail," for complete instructions. You will be held responsible for information sent to your Dmail email, so please check it often.

Scholastic Behavior

All students are expected to uphold standards of academic honesty. Failure to uphold school policies relating to behavior (plagiarism, cheating, etc.) may result in failure of and/or expulsion from the class.

Americans with Disability Act.

Dixie State College and the Udvar-Hazy School of Business seek to provide equal access to its programs, services, and activities to people with disabilities. If you will need accommodations in this class, reasonable prior notice needs to be given to the instructor and to the Disability Resource Center (SSC, room 201, 652-7516) to make arrangements for accommodations. All written information in this course can be made available in an alternative format with prior notification to the Disability Resource Center.

Approximate Schedule

Week	Topics	Approx. Due Dates
1 1/14	Expectations & Deliverables Fundamentals of Negotiation Anchoring / BATNA	Syllabus and Schedule <u>Chapter 1, Essentials of Negotiation Chapter 1</u>
2 1/21	Strategy, Planning, Framing,	<u>Chapter 2, Planning</u> Create Negotiation Planning Guide
3 1/28	Distributive Strategies & Tactics	<u>Chapter 3, Distributive Strategy/Tactics</u>
4 2/4	Integrative Strategies & Tactics	<u>Chapter 4, Integrative Strategy/Tactics,</u>
5 2/11	<u>Exam 1</u>	<u>Covers material discussed / assigned in sessions 1 – 4</u>
6 2/18	Negotiation Styles	<u>Chapter 5, Developing a negotiation style</u>
7 2/25	Trust and Relationships	<u>Chapter 6, Establishing Trust-Building Relationships</u>
8 3/4	Power-Persuasion-Ethics Problem Solving	<u>Chapter 7, Power, Persuasion, Ethics</u> <u>Chapter 8, Creativity, Problem solving, Decision Traps</u>
3/11	<u>Semester Break</u>	
9 3/18	Multiparty Negotiations	<u>Chapter 9, Multiple Parties, Coalitions and Teams</u>
10 3/25	<u>Exam 2</u>	<u>Covers material discussed / assigned in sessions 6 - 9</u>
11 4/1	Cross Cultural Negotiation	<u>Chapter 10, Cross cultural Negotiations</u>
12 4/8	Difficult Negotiations	Chapter 11, Tacit Negotiations and Social Dilemmas

13 4/15	Distant Negotiations Simulation	Insights on Negotiations and Relationships Paper Due Chapter 12: Negotiating and Information Technology
14 4/22	Negotiation Exercise / Debrief	Negotiation Exercise / Debrief
15 4/29	Negotiation Exercise / Debrief	Negotiation Exercise / Debrief
16 5/6	Final Exam	Covers material discussed in sessions 1-15