

Topics in Communication (Special Topics):
Negotiation Theory & Practices
COMM 5303 | MayTerm 2016

M – F, 1:00 pm – 5:00 pm

Location, TBD

Instructor: Dr. Cara Jacocks

Office: 214 Umphrey Lee Center

Phone: 214-768-1574 (main office)

Hours: 11 am – 1 pm, M – F, or by appointment

Email: cjacocks@smu.edu

Course Description

This course is designed to investigate the intersection of negotiation and communication within particular organizational contexts. Students will explore foundational concepts explaining the blended processes of communication and negotiation, phasic, pathway and dialogic models, theoretical perspectives and various contexts (with an emphasis on the organizational context) regarding negotiation and communication. Students will also gain practical communication and negotiation knowledge and skills through simulated negotiation case studies and role-playing.

Objectives

Upon successful completion of this course students should be able to explain and understand:

1. The intersection of negotiation and communication.
2. Blended foundational approaches to communication and negotiation including phasic, pathway and dialogic models.
3. Theoretical perspectives of communication and negotiation.
4. Multiple communication and negotiation contexts.
5. Communication and negotiation in organizational contexts.

Students should also be able to demonstrate:

1. Qualities and skills of effective communicators and negotiators (communication and negotiation competency).

Required Texts and Materials

- Spangle, M.L. & Isenhardt, M.W. (2003). *Negotiation: Communication for diverse settings*. Sage Publications: Thousand Oaks, CA. (ISBN: 0-7619-2349-7).
- Fisher, R. & Ury, W. (1991). *Getting to yes: Negotiating agreement without giving in*. Penguin Books: New York, NY. (ISBN: 0-14-015735-2).

Selected Readings will be provided from:

- Lewicki, R.J., Bruce, B., & Saunders, D.M. (2007). *Negotiation: Readings, exercises and cases*. McGraw-Hill, New York, NY.

Readings and Assignments

- *Negotiation Exercises:* Following discussion of the selected communication and negotiation readings, students will be required to ‘practice’ what has been discussed in simulated negotiation exercises. These exercises will require informed role-playing on the part of involved students and are designed to reinforce concepts discussed in lecture and covered in the assigned readings. These exercises will involve reading specific case studies with topics ranging from governmental negotiations and consumer negotiations (how to purchase a home, car, etc.) to third party conflict negotiation, and each of these cases will reflect a different workplace or organizational context. As these exercises are highly interactive, student participation is mandatory and students will be expected to verbally communicate findings from

these case studies in an organized, articulate manner upon completion of the assignment (in class). There are ten (10) case studies positioned on the course schedule, please be mindful of the appropriate case study dates as attendance and participation on these dates are mandatory to receive credit for these exercises.

- *“Getting to Yes” Presentation:* Student groups/pairs will be required to present a chapter from the text *Getting to Yes* (see above reference list). This presentation must include information from your group/pair’s selected chapter, creative instructional activities and should last approximately 15-20 minutes and include a power-point visual aid. A chapter sign-up sheet will be distributed the first week of class.
- *Midterm and Final Exam:* Both exams will include 40 multiple-choice items (2 points each) and 4 short-essay items (5 points each). Questions for the midterm exam will cover topics discussed in the first half of this term and the final exam will address topics covered in the second half of this semester. This is a traditional exam and students will need to arrive to their appropriate exam timeslot with a number 2 pencil and green scantron Form 882-E. See the course schedule for midterm and final exam times/dates. Each exam is worth 100 points each.

Grading Policies:

- *Grade Scale*

Assignment	Points	Weight
Exercises	100	25%
Presentation	100	25%
Midterm	100	25%
Final	100	25%
Total	400	100%

Points	Percentage	Letter Grade
360 - 400	90 - 100%	A
320 - 359	80 - 89%	B
280 - 319	70 - 79%	C
240 - 279	60 - 69%	D
< 240	59% or less	F

- *“Rounding up” and Extra credit:* I do not round up on assignments, exams or final grades, nor do I offer extra credit. There are plenty of opportunities to earn points in this course. Please consult the above chart when determining the amount of points needed to earn an A, A-, B+, etc. The number of points you earn in this course will determine your final grade.
- *End of Term Grades:* Grades will be uploaded via Blackboard in a continuous fashion throughout the term. Please take note when grades are posted and address any concerns you have about scores or assignments in a timely manner (within a week after the grade was posted). In this regard, your final grade should not come as a surprise to you. Do not contact me the last week of the term with pleas to make up or earn extra points on an assignment conducted earlier in the term, there is very little that can be done late in the semester. Again, concerns about grades need to be addressed shortly after scores are posted on Blackboard. Additionally, I will announce in class when final grades are due to the registrar’s office and when I will be submitting final grades. Any last minute questions or concerns related to final papers and exams need to be addressed during this announced time frame. There is a very tight deadline for professors when submitting final grades, please be aware and respectful of this timeline.

Class Policies:

This is a **MayTerm** course. You will receive the same instruction you would receive in a 14-week, traditional course. However, this course will proceed at a much faster and condensed rate. Please consult the course schedule below and ensure that you will be able to meet the requirements necessary to complete this course. Daily attendance is mandatory. Missing one class session is equivalent to missing an entire week of class in a traditional semester.

- *Attendance Expectations:* This is a **MayTerm** course. You will receive the same instruction you would receive in a 14-week, traditional course. However, this course will proceed at a much faster and condensed rate. Please consult the course schedule below and ensure that you will be able to meet the requirements necessary to complete this course. Daily attendance is mandatory. Missing one class session is equivalent to missing an entire week of class in a traditional semester. If you have to miss class for University-sponsored events, then please notify me as early in the semester as possible about the University-sponsored events that require you to be absent from class. Regardless of the reason for your absence, you are responsible for all class work missed, and a missed class is *not* an excuse for missing a deadline. If you miss an assignment or deadline, the ONLY way you can make up the assignment is if you make me aware of your absence the day of the missed assignment or deadline and you provide a doctor's note signed and dated by your attending physician (an email or note from a parent, friend or family friend is not acceptable) or proof of the University-sponsored event that you took part in that caused your absence.
- *Behavior Expectations:* Students are learning to be communication professionals and are expected to model the following professional behaviors in class:
 - Arrive to class on time and ready to participate.
 - Turn cell phones to silent.
 - Remove distracting materials (i.e. campus newspaper).
 - Respect others; don't speak when someone else is speaking.
 - Listen closely and disagree calmly with others' opinions.
 - Do not text, snapchat, check personal e-mail, instant message, surf the Web, study for other classes or read the campus newspaper during class time. Students WILL be asked to leave the class if they are inattentive/ disruptive. Students who are asked to leave will be counted absent.
- *Communication Expectations:* Your success is important to me. I can't help you if I don't know you need my assistance. If you would like to visit me in person, please attend my office hours. If you email me and it is a question that I believe would benefit the class, I may not respond directly to you but will do so in class. I will typically respond to your question within 24 hours.
 - *Blackboard* - All course documents and materials (syllabus, course schedule, grades, etc.) will be available through our course website on Blackboard. Thus, students should maintain the habit of checking this website before attending each class session throughout the semester.
 - *Email* - You will receive email from me and other students enrolled in this course periodically. Therefore, you should check your SMU email account on a regular basis. If you do not use your SMU email account, you need to forward your SMU email to whatever account you use. If you need help forwarding your email, please contact SMU's Helpdesk.
 - *Laptops* – Although not mandatory, personal laptops can be a helpful resource within this course for note-taking and as a supplement to instruction. Feel free to bring these devices into class as long as you use them responsibly and minimize distractions by keeping your email accounts closed and internet functions turned off. There will be times when I ask you to put these devices away, however, as they can be greatly distracting during some activities and class discussion.

SMU Course Policies: (Please read and govern yourselves accordingly):

- *Academic Honesty and Misconduct:* You are bound by the Honor Code and the SMU Student Code of Conduct. For complete details, see: <http://www.smu.edu/StudentAffairs/StudentLife/StudentHandbook/HonorCode>
- *Disability Accommodations:* Students needing academic accommodations for a disability must first register with Disability Accommodations & Success Strategies (DASS). Students can call 214-768-1470 or visit <http://www.smu.edu/Provost/ALEC/DASS> to begin the process. Once registered, students should then schedule an appointment with the professor as early in the semester as possible, present a DASS Accommodation Letter, and make appropriate arrangements. Please note that accommodations are not retroactive and require advance notice to implement.
- *Religious Observance:* Religiously observant students wishing to be absent on holidays that require missing class should notify their professors in writing at the beginning of the semester, and should discuss with them, in advance, acceptable ways of making up any work missed because of the absence. (See University Policy No. 1.9.)
- *Excused Absences for University Extracurricular Activities:* Students participating in an officially sanctioned, scheduled University extracurricular activity should be given the opportunity to make up class assignments or other graded assignments missed as a result of their participation. It is the responsibility of the student to make arrangements with the instructor prior to any missed scheduled examination or other missed assignment for making up the work. (University Undergraduate Catalogue)

Tentative Course Schedule

Week	Date	Day	Topic/Readings	Activity
Week 1	5/12	Th	Course introduction Chapter 1: Foundations of Negotiation	Course Introduction Exercise #1
	5/13	F	Chapter 2: Contextual Nature of Negotiation	Exercise #2
Week 2	5/16	M	Chapter 3: Theoretical Perspectives	Exercise #3
	5/17	T	Chapter 4: Negotiation Processes Chapter 5: Qualities and Skills of Effective Negotiators	
	5/18	W	Chapter 6: When Negotiation Breaks Down	Exercise #4
	5/19	Th	Chapter 7: Interpersonal Negotiation Midterm Exam	Midterm Exam
	5/20	F	Chapter 8: Consumer Negotiation	Exercise #5
Week 3	5/23	M	Chapter 9: Organizational Negotiation	Exercise #6
	5/24	T	Chapter 10: Community Negotiation	Exercise #7
	5/25	W	Chapter 11: International Negotiation <i>Getting to Yes</i> Presentations	Exercise #8 <i>Getting to Yes</i> Presentations
	5/26	Th	<i>Getting to Yes</i> Presentations, continued Final Exam	<i>Getting to Yes</i> Presentations Final Exam