Negotiation and Dispute Resolution
HDDR 6302 Sec. 775

January Term 2012-2013

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Course Description

The art and science of negotiation is an interpersonal skill that can be learned and improved. This course is designed to provide theoretical knowledge and practical skills essential to being an effective negotiator. Participants will learn successful strategies and tactics for negotiation, as well as have ample opportunity to practice their skills in simulation exercises. The course offers a systematic approach to mastering the fundamentals of making favorable agreements that resolve conflicts and maximize results.

Key Learning Objectives

1. Students will be able to understand and describe the differences between distribute bargaining and integrative bargaining and be able to list common behaviors associated with each style.

2. Given specific case studies, students will be able to identify and analyze the "issues", "positions" and "interests" taken by each party in the dispute.

3. Students will be able to identify and describe the key differences in personal styles of negotiation based on the Thomas-Kilman *Conflict Mode Instrument* and be able to list and describe some of the strengths

and weaknesses of each style.

4. Students will be able to identify, list and discuss each of the "Six Foundation of Effective Negotiation" as detailed by Richard Schell in *Bargaining for Advantage.*

5. Students will be able to identify and discuss the importance of each of the four key stages in the negotiation process.

6. Using the negotiation planning instrument as a guide, students will be able to develop and implement a multi-faceted strategic plan for approaching any given negotiation.

7. Students will be able to identify and discuss the different approaches to managing multi-party negotiations.

8. Students will be able to list and discuss the three basic schools of bargaining ethics and give concrete examples of each.

How Objectives will be Measured

1. Students will demonstrate their knowledge of the differences between distributive and integrative bargaining methods by identifying and discussing the differences in class room discussions and a written final exam, and by having to apply each method in different role play simulations.

2. Students will demonstrate their understanding of the differences between the "issues", "positions" and "interests" in a negotiation by identifying, listing and discussing each concept in written exercises, class discussion and a final exam.

3. Students will demonstrate their understanding and appreciation of different personal negotiating styles by identifying, describing and analyzing the strengths and weaknesses of each style in class discussions, written exercises, a final exam and role play simulations.

4. Students will demonstrate their understanding of the "Six Foundations of Negotiation" through written exercises, class discussion, and a final exam.

5. Students will demonstrate their understanding of the four key stages of a negotiation by having to practice each stage in role play simulations and by discussing and analyzing the importance of each stage in class discussions and a final exam.

6. Students will demonstrate their ability to develop a strategic plan for a negotiation by using the written negotiation planning instrument in several class room simulations and by applying the planning concepts in a final exam.

7. Students will demonstrate their understanding of the different approaches to managing multi-party negotiations by actually engaging in multi-party simulations and by discussing the different approaches in class and in written exercises.

8. Students will demonstrate their knowledge of the different schools of negotiation ethics by discussing each school in class and by having to give examples of each school in written exercises or a final exam.

STUDENT EVALUATION AND GRADING SCALE

94-100 = A Exceptional	A superior / outstanding performance. Has mastered the concepts and adds unique contributes to class discussions.
90-93 = A- Excellent	A very good / admirable performance. Displays understanding in all areas of the class, and contributes successfully to class discussions.
87-89 = B+ Outstanding	Above average performance. A few insignificant flaws may appear, but overall has great application of the field.
84-86 = B Good	A generally satisfactory, intellectually adequate performance. Few significant flaws in performance.
80-83 = B- Adequate	A barely satisfactory performance. Contributes little to class discussions and lacks a clear understanding of concepts.
77-79 = C+ Not sufficient	An unacceptable performance. Unable to engage in class discussions and has little comprehension of theories.

Grading

Class Participation & Assignments	20%
Negotiation Journal	10%
Final Exam	70%

Class Policies

***Class Attendance**:* Regular and punctual attendance is required. Missed classes will affect your participation grade and can result in an incomplete, unless excused by the instructor.

Add/Drop Policy: If you are unable to complete this course, you must officially withdraw by the university deadline; the last day to Add/Drop regular courses without a grade or Billing. Withdrawing is a formal procedure which you must initiate; your instructor cannot do it for you.

Grade of Incomplete: A student may receive a grade of I (incomplete) if at least 50% of the course requirements have been completed with passing grades, but for some justifiable reason, acceptable to the instructor, the student has been unable to complete the full requirements of the course. At the time a grade of "I" is given, the instructor must stipulate in writing to the student and to the University registrar the requirements and completion date that are to be met and the grade that will be given if the requirements are not met by the completion date. The maximum period of time allowed to clear the incomplete grade is normally 12 months. If the incomplete grade is not cleared by the date set by the instructor or by the end of the 12-month Policies and Procedures 25 deadline, the grade of "I" will be changed to the grade provided by the instructor at the time the incomplete grade was assigned or to a grade of "F" if no alternate grade was provided. The grade of "I" is not given in lieu of a grade of "F" or "W", or other grade, each of which is prescribed for other circumstances.

If the student's work is incomplete, poor quality and not acceptable, a grade of "F" will be given. The grade of "I" does not authorize a student to attend the course during a later term. Graduation candidates must clear all incomplete grades prior to the deadline in the Official University Calendar, which may allow less than 12 months. Failure to do so can result in removal from the degree candidacy list and/or conversion of the grade of "I" to the grade indicated by the instructor at the time the grade of "I" was given.

For graduate students, a maximum of two (six hours) concurrently held grades of incomplete in courses other than thesis is allowed. If this maximum is reached, the student will be allowed to take only one three-hour course per term until the incomplete total is reduced.. Students who accumulate a total of three grades of incomplete in courses other than thesis will be put on probation and not allowed to enroll further until the total is reduced.

Questions outside of class: Questions are welcomed before and after class, as well as by telephone and e-mail.

Religious Observance: Religiously observant students wishing to be absent on holidays that require missing class should notify their professor in writing at the beginning of the term, and should discuss with them, in advance, acceptable ways of making up any work missed because of the absence.

Disability Accommodations: Students needing academic accommodations for a disability must first contact Ms. Rebecca Marin, Coordinator, Services for Students with Disabilities (214-768-4557) to verify the disability and establish eligibility for accommodations. They should then schedule an appointment with the professor to make appropriate arrangements.

Class Decorum: Turn off (or set on vibrate) all cell phones or pagers. Do not read newspapers, books for other classes, or other outside reading material during class. Laptops are to be used solely for classroom purposes. Walking into class late is disruptive as is leaving early. If you have to leave early, make arrangements before class begins, and then, when you leave, do so quietly. Professional respect and courtesy for your fellow students is imperative at all times.

Honor Code: Students are reminded of the SMU Honor Code as referenced in the *Student Handbook*. Intellectual integrity and academic honesty are both the foundation and the goals for this program. Please reference and review the university policies on the responsibilities, policies, and penalties regarding academic honesty. For a full text of the policy, which you should know, please see the following web link:

http://www.smu.edu/studentlife/PCL_05_HC.asp

Class Days & Times

Friday, October 25, 2013, 4:00 p.m. – 9:00 p.m.
Saturday, October 26, 2013, 8:30 a.m. – 5:30 p.m.
Sunday, October 27, 2013, 8:30 a.m. – 5:30 p.m.

Friday, November 8, 2013, 4:00 p.m. – 9:00 p.m.
Saturday, November 9, 2013, 8:30 a.m. - 5:30 p.m.
Sunday, November 10, 8:30 a.m. – 5:30 p.m.

Required Books & Materials

G. Richard Schell, *Bargaining for Advantage (*2nd ed. 2006) ("Text")

Roger Fisher, et al., *Getting to Yes* (2nd ed. 1991)

Thomas-Kilmann Conflict Mode Instrument (to be purchased in class)

Additional materials in the form of articles, notes, and role-play problems will be distributed throughout the course.

There will be a **$20 course fee** collected by the instructor for the Thomas-Kilmann at the first class meeting.

Office Hours & Questions

I will be in the classroom at least one hour before class if you wish to drop by or schedule a meeting. Meetings at other times can also be arranged. I also welcome your questions by telephone and e-mail.

Class and Assignment Schedule

SESSION ONE	**(Friday)**
Topic:	Introduction & Overview of Course; Negotiation Basics and the Dynamics of Conflict
Reading for this class:	None
SESSION TWO	**(Saturday a.m.,)**
Topic:	The Method of Principled Negotiation
Reading for this class:	*Getting to Yes* pp. 1-94
SESSION THREE	**(Saturday p.m.)**
Topic:	The Six Foundations of Effective Negotiation
Reading for this Class:	Text: pp. 1-57
SESSION FOUR	**(Sunday a.m.)**
Topic:	The Six Foundations of Effective Negotiation (cont.)
Reading for this Class:	Text: pp. 58-113
SESSION FIVE	**(Sunday p.m.)**
Topic:	The Negotiation Process
Reading for this class:	Text: pp. 115-196

Assignment:	Prepare for Negotiation

SESSION SIX	**(Friday)**
Topic:	The Negotiation Process (cont.)
Reading for this Class:	Text: TBA

SESSION SEVEN	**(Saturday a.m.)**
Topic:	Problem Solving Strategies; *Getting to Yes* video
Reading for this Class:	*Getting to Yes* pp. 95-187

SESSION EIGHT	**(Saturday p.m.)**
Topic:	Multiple Parties and Coalitions
Reading for this Class:	TBA

SESSION NINE	**(Sunday a.m.)**
Topic:	Topic: Power, Persuasion and Ethics
Reading for this Class:	Text: pp. 196-229

SESSION TEN	**(Sunday p.m.)**
Topic:	Final Exam