Business Administration

Course Number:	**BUAD 201**
Course Title:	**CONFLICT RESOLUTION AND NEGOTIATION**
Credits:	3
Calendar Description:	This course focuses on interpersonal communication theory and skills required to interact effectively with others, plan and conduct interviews and meetings, develop relationships with diverse clients and colleagues, resolve conflict, manage and respond to anger, and negotiate effectively in the work environment. Students will learn to approach the client relationship and the resolution of conflicts cooperatively and collaboratively. *(also offered by Distance Education)*
Semester and Year:	**Fall 2016**
Prerequisite(s):	No
Corequisite(s):	No
Prerequisite to:	No
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	Required - BBA, Human Resources Management option Elective - Diploma, Human Resources Management option
Substitutable Courses:	No
Transfer Credit:	No
Special Notes:	
Development Date:	
Revision Date:	December 2011

Chair's Approval:

Professors

Name	Phone number	Office	Email
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Learning Outcomes

Upon completion of this course students will be able to

- differentiate integrative and distributive strategies and techniques to conflict management and negotiation.
- discuss the influence of emotions, perception, personality and culture on conflict and negotiation.
- apply negotiation skills to bargaining situations.
- discover the mediation process and techniques.
- apply selected communication-focused conflict management skills.
- assess strategies and tactics for addressing interpersonal conflicts and bargaining situations.
- compare ethical perspectives on power, persuasion and trust within a negotiation context.

Course Objectives

This course will cover the following content:

- The nature of conflict and negotiation
- Distributive bargaining strategies and tactics
- Integrative bargaining strategies and tactics
- Planning for negotiation
- Human factors in negotiation and conflict
- Power, persuasion, and influence
- Third party intervention
- Deception and dilemmas
- Multiparty and team negotiation
- Difficult negotiations
- Cross-cultural negotiations

Evaluation

Preparation and Participation	20%
Term Test	10%
Negotiation Assignment	20%
Group Case Analysis	20%
Final Exam*	30%
Total	100%

* Students must receive a passing grade on the final exam in order to pass the course

Notes

The individual participation mark includes multiple term work components such as class activities, reflection papers, contribution to classroom discussions (including negotiation reputation), and demonstrated dedication to your own learning through class preparation.
Peer evaluations are required for the Group Case Analysis and will be submitted along with the team's report via a peer appraisal form. The peer evaluation can have a significant impact on an individual's mark, and it is intended to reduce *social loafing* in group work. A student may be assigned 0% on a team deliverable if the professor deems this necessary.
All assignments must be submitted via the appropriate Moodle dropbox on or before the due date. Late submissions will receive a mark deduction penalty, as determined by the professor.
Final exam is cumulative and can comprise cases and/or scenarios analysis, multiple choice questions, true-false-why questions and development questions.

Required Texts/Resources

Mandatory:

- Essentials of Negotiation, 2nd Cdn ed. Authors: Lewicki; Saunders; Barry. McGraw-Hill Higher Education. ISBN-13: 978-0-07-133884-4 © 2014
- Negotiation: custom course pack. McGraw-Hill Higher education ISBN-13: 9781259272707

Recommended:

- Getting to Yes: Negotiating Agreement Without Giving In / Fisher & Ury / Publisher: Penguin (1991) / ISBN-13: 978-0140157352
- Beyond Reason / Roger Fisher & Daniel Shapiro / Publisher: Viking Adult (2005) ISBN-13:978-0670034505
- Introduction to Type / Myers Brigg
- Introduction to Type in Organizations / Myers Brigg

Course Schedule

Date		Topic	Readings / in class activities	Assignments
Week of:		Tue. Sep. 6 - College-wide orientation day Wed. Sep. 7 - Classes begin Mon. Oct. 10 - Thanksgiving Day (no classes) Fri. Nov. 11 - Remembrance Day (no classes) Tues. Dec. 6 - Last day of regularly-scheduled classes		
1	5-Sep	Introduction – Course Overview The Nature of Negotiation and Conflict Resolution	Ch 1	Start of 5 trades
2	12-Sep	Fundamentals: Distributive Approach	Ch 2/ Used car / strategies pros & cons	
3	19-Sep	Fundamentals: Integrative Approach	Ch 3/ Pakistani Prunes / strategies pros & cons	
4	26-Sep	Fundamentals: Planning	Ch 4 / Baker Florist Grocer / Tactics	5 trades part 1 (Trades 1 & 2)
5	3-Oct	**Term Test** Case Analysis in Negotiation	Case preparation	Test
6	10-Oct	Perception, Cognition, Emotions, Biases Framing	Ch 5	
7	17-Oct	Communication, Trust, Reputation Power, Persuasion, Influence, Difficult Negotiations	Ch 6 / Ch 7 / Ch 11 Salary Nego / Moves and turns	
8	24-Oct	Multiparty and Team Negotiation	Ch 10 / Valley school	5 trades part 2 (Trades 3 to 5)
9	31-Oct	Deception and Ethics	Ch 9 / New house	
10	7-Nov	Third-Party Help: Agent / Mediation	Ch 8 / Mediation	
11	14-Nov	Cross Cultural	Ch 12 / case analysis	Case analysis due
12	21-Nov	Best practices	Ch 13	
13	28-Nov	Review		
Dec 9-20		Final Exam Period		

SKILLS ACROSS THE BUSINESS CURRICULUM

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

STUDENT CONDUCT AND ACADEMIC HONESTY

What is the Disruption of Instructional Activities?

At Okanagan College (OC), disruption of instructional activities includes student "conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC", as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

What is Cheating?

"Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination."

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

What is Plagiarism?

Plagiarism is defined as "the presentation of another person's work or ideas without proper or complete acknowledgement." It is the serious academic offence of reproducing someone else's work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

"Intentional plagiarism is the deliberate presentation of another's work or ideas as one's own." Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

"Unintentional plagiarism is the inadvertent presentation of another's work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit."

What are the Students' Responsibilities to Avoid Plagiarism?

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format www.okanagan.bc.ca. Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors' name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

"Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication "*Plagiarism Avoided; Taking Responsibility for your Work".* This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6th edition (2009). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

What are the Penalties for Plagiarism and Cheating?

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.