

# Negotiation and Conflict Resolution

BSAD415

Southwestern College Professional Studies

## COURSE SYLLABUS

---

### I. Course Catalog Description

Effective interpersonal skills are essential for professionals as they communicate, collaborate, and negotiate with other individuals and groups within and outside an organization. Successful learners develop the professional interpersonal, facilitation, negotiation, conflict management, and dispute resolution skills necessary for success in today's complex business environments. This complexity includes elements such as the social, cultural, and economic diversity of the workforce in domestic and global environments. Learners apply these skills in a series of scenarios including those related to personnel, team, contractual, procedural, change, and other stakeholder concerns. *Prerequisite: COM 125.*

### II. Required and Supplementary Instructional Materials

Lewicki, R. J., Saunders, D. M., & Barry, B. (2015). *Negotiation* (7th ed.). New York, NY: McGraw-Hill Higher Education.

Lewicki, R. J., Barry, B., & Saunders, D. M. (2015). *Negotiation: Readings, exercises, and cases* (7th ed.). New York, NY: McGraw-Hill Higher Education.

### III. Learning Outcomes

Learning outcomes describe the knowledge, skills, values, and attitudes that learners gain as the result of a particular learning experience. Southwestern College Professional Studies has learning outcomes specific to each program of study that are in line with the institutional outcomes of critical thinking, ethical reasoning, leadership, communication, and career preparation. Course outcomes support program outcomes and are listed below.

Upon successfully completing this course, the learner will be able to:

1. Describe negotiation and conflict resolution theories, concepts, methods, and practices.
2. Explain the importance of professional relationship management practices and interpersonal skills to successful negotiations, conflict management, and conflict resolution.
3. Assess the socio-cultural, political, economic, interpersonal, positional, and other factors that influence negotiations and contribute to conflict in various scenarios within domestic and global contexts.
4. Evaluate different negotiation and conflict resolution strategies and methods, given various scenarios within domestic and global contexts.
5. Develop a negotiation or conflict resolution strategy and plan for its execution, given a scenario relevant to the field. Employ negotiation and conflict resolution strategies.
6. Apply legal, ethical, and socially responsible practices to negotiation, conflict management, and conflict resolution strategies and practice.

At the end of the course, learners may vary in their ability to achieve these outcomes. You are more likely to achieve these outcomes only if you attend class and/or online activities as required by the syllabus, complete the requirements for all assignments to the best of your ability, participate actively in class activities and group work as directed, and study diligently for exams.

### IV. Course Policies

Students are expected to read and abide by the course policies located in the instructor-specific syllabus in the blackboard course.

V. Course Requirements:

Requirements	Number of Assignments	Points Possible	Percent of Grade
Discussions	6	300	30%
Case Studies	3	225	22.5%
Mastery Negotiation 1	1	100	10%
Mastery Negotiation 2	1	150	15%
Mastery Negotiation 3	1	225	22.5%
<b>Total Points</b>		<b>1000</b>	<b>100%</b>

VI. Course at a Glance:

Unit	Reading & Preparation Activities	Graded Work Due
1	<ul style="list-style-type: none"> <li>• Read Negotiation (7e), Chapters 1-4</li> <li>• Read Unit 1 and 2 Mastery Negotiation 1 Instructions</li> <li>• Attend Unit 1 Collaboration Session</li> <li>• Participate in the Introductions Discussion forum</li> <li>• Recommended readings in Reader to aid in Master Negotiation 1 exercise and Case Study                             <ul style="list-style-type: none"> <li>○ 1.1 Three Approaches to Resolving Disputes</li> <li>○ 1.2 Selecting a Strategy</li> <li>○ 1.3 Balancing Act</li> <li>○ 1.4 The Negotiation Checklist</li> <li>○ 1.8 Implementing a Collaborative Strategy Attend</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Unit 1 Discussion</li> <li>• Unit 1 and 2 Master Negotiation 1 – Exercise (No Submission Due - Analysis Due in Unit 2)</li> <li>Unit 1 Case Study</li> </ul>
2	<ul style="list-style-type: none"> <li>• Read Negotiation (7e), Chapters 5-6</li> <li>• Read Unit 1 and 2 Mastery Negotiation 1 Instructions</li> <li>• Attend Unit 2 Collaboration Session</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 2 Discussion</li> <li>• Unit 1 and 2 Master Negotiation 1 – Analysis</li> </ul>
3	<ul style="list-style-type: none"> <li>• Read Negotiation (7e), Chapters 7-9</li> <li>• Read Petrochemical Supply Contracts: A Technical Note for Case Study</li> <li>• Read Unit 3 Case Study Instructions</li> <li>• Attend Unit 3 Collaboration Session</li> <li>• Recommended readings in Reader to aid in Case Study                             <ul style="list-style-type: none"> <li>○ 1.4 The Negotiation Checklist,</li> <li>○ 1.5 Effective Negotiating Techniques,</li> <li>○ 1.6 Closing your Business Negotiations.</li> <li>○ 2.1 Negotiating Rationally,</li> <li>○ 2.2. Managers and their Not So Rational Decisions</li> <li>○ 2.6 Staying With No</li> </ul> </li> <li>• Recommended readings in Textbook to aid in Case Study - Chapters 2 and 4</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 3 Discussion</li> <li>• Unit 3 Case Study</li> </ul>

Unit	Reading & Preparation Activities	Graded Work Due
4	<ul style="list-style-type: none"> <li>• Read Negotiation (7e), Chapters 10-15, and 19</li> <li>• Attend Unit 4 Collaboration Session</li> <li>• Recommended readings in Reader to aid in Mastery Negotiation 2 exercise and Case Study               <ul style="list-style-type: none"> <li>○ 1.1 Three Approaches to Resolving Disputes: Interests, Rights and Power,</li> <li>○ 1.11 Negotiating with Liars</li> <li>○ 1.12 Negotiation Ethics</li> <li>○ 1.13 Three Schools of Bargaining Ethics</li> <li>○ 1.2 Selecting a Strategy,</li> <li>○ 1.5 Effective Negotiation Techniques</li> <li>○ 1.8 Implementing a Collaborative Strategy,</li> <li>○ 1.9 Solve Joint Problems to Create and Claim Value,</li> <li>○ 3.4 The Fine Art of Making Concessions</li> <li>○ 3.7 The Tension Between Principals and Agents,</li> <li>○ 3.8 When a Contract isn't Enough,</li> <li>○ 6.3 Extreme Negotiations,</li> <li>○ 6.7 When and How to Use Third Party Help</li> </ul> </li> <li>• Recommended readings in Textbook to aid in Mastery Negotiation 2 exercise and Case Study - Chapters 1, 2, 3, 5, and 19 in Textbook</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 4 Discussion</li> <li>• Unit 4 and 5 Master Negotiation 2 Exercise (No Submission Due - Analysis Due in Unit 5)</li> <li>• Unit 4 Case Study</li> </ul>
5	<ul style="list-style-type: none"> <li>• Read Negotiation (7e), Chapters 16</li> <li>• Attend Unit 5 Collaboration Session</li> <li>• Recommended readings in Reader to aid in Mastery Negotiation 3 exercise               <ul style="list-style-type: none"> <li>○ 2.3 Untapped Power</li> <li>○ 2.8 Where Does Power Come From?</li> <li>○ 2.9 Harnessing the Power of Persuasion</li> <li>○ 2.10 The Six Channels of Persuasion</li> <li>○ 3.5 The High Cost of Low Trust -2-</li> <li>○ 3.7 The Tensions between Principals and Agents</li> <li>○ 3.10 Can't Beat Them? The Join a Coalition</li> <li>○ 3.11 Building and Maintaining Coalitions and Allegiances</li> </ul> </li> <li>• Recommended readings in Textbook to aid in Mastery Negotiation 2 exercise - Chapters 7, 8, 9, 11, and 12</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 5 Discussion</li> <li>• Unit 4 and 5 Master Negotiation 2 – Analysis</li> <li>• Unit 5 and 6 Master Negotiation 3 Exercise (No Submission Due - Analysis Due in Unit 6)</li> </ul>
6	<ul style="list-style-type: none"> <li>• Read Negotiation (7e), Chapter 17-20</li> <li>• Attend Unit 6 Collaboration Session</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 6 Discussion</li> <li>• Unit 5 and 6 Master Negotiation 3 – Analysis</li> </ul>

## VII. Other Policies and Requirements

Follow this link to the Southwestern College Professional Studies [Standard Syllabus](#) in Blackboard. You may be required to log in.