MANA 5330-001: Fall 2018

Negotiations & Conflict Management

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**Course Overview**

This course focuses on the fundamentals of conflict management and negotiation. By the conclusion of this course, you will have improved your ability to diagnose conflict and negotiation situations, strategize and plan upcoming negotiations, and engage in more effective negotiations.

Negotiating effective agreements is typically viewed as a blend of art and science. Consequently, to assist you in developing effective negotiation and conflict management skills, this course heavily emphasizes experiential learning through student participation in a variety of exercises and role-plays. Research on negotiations and conflict will be used to supplement this learning. Throughout the course you will be placed into numerous realistic negotiation settings, and you will need to prepare for, participate in, and analyze your negotiations.

Objectives and Student Outcomes

1. Students will be able to describe the impact of different conflict handling styles in the workplace.
2. Students will be able to differentiate distributive and integrative negotiation strategies.
3. Students will be able to describe key attributes of alternative dispute resolution procedures such as the mediation process.

The focus of the course includes:

1. Understanding the central concepts of negotiation and conflict.

2. Providing experience in the negotiation and conflict management process.

3. Effectively diagnosing and planning for different types of negotiation situations.

4. Developing negotiating skills and confidence in a variety of contexts.

**Course Materials**

1. **Book:**

Purchase through Amazon, Half-Price Books, Barnes & Noble (About $15)

Fisher, R., Ury, W., & Patton, B. (2011). Getting to Yes: Negotiating Agreement Without Giving In, third edition. NY: Penguin. ISBN-13:9780143118756

(Paperback)

1. **Dispute Resolution Research Center Exercise use fee**:

We use experiential exercises during class. To use these, students pay a usage fee charged by the Dispute Resolution Research Center. This fee is collected by the UTA Bookstore. Please go online to the UTA bookstore and pay this fee. Please email **your receipt** to me. Please complete this by the fourth class meeting. I provide the exercises to you during class – so, all you need to do is pay the usage fee (about $15.25).

3. **Cases and Readings**:

Purchased through Harvard Business School Publishing (HBSP)

**https://hbsp.harvard.edu/import/560331**

4. **Articles on Blackboard (BB):**

Several articles will be used in the course and will be available on the course blackboard page (noted with BB) and other will be added throughout the semester – on BB or handed out. These are free.

**5. Group Projects:**

Details will be announced in class (Presentation and Paper)

Books for Group Projects:(Wait to buy until groups formed):

Each group will be assigned chapters from ONE of the books below:

1. Ury, W. (1993). Getting Past No: Negotiating in Difficult Situations. New York: Bantam. ISBN# 978-0-533-37131-4 (available through Amazon or local book stores)

2. Crucial Confrontations (2005). Patterson, Grenny, McMillan, & Switzler (2005). New York: McGraw-Hill ISBN# 0-07-144652-4 (available through Amazon or local book stores)

**Course Requirements & Evaluation**

It is the student’s responsibility to keep up with the class and any changes that may be made. It is the student’s responsibility to fulfill the course requirements. Students will be evaluated on the following:

1. **Participation.** (17.5%). *Attending class* andturning in case review and other assignments *on time* are *minimal* expectationsand willcount toward 50% of the participation points available.Please note that being distracted or not “fully present” while attending class due to *high technology distractions* or other distractions, is *very* detrimental to the participation grade (such distraction will result in participation points being subtracted).

Student participation and involvement is especially critical to the learning environment of this course and thus, is highly valued and rewarded. The flip side of course, is a lack of quality participation will have a substantial and detrimental impact on the course grade. Evaluation of participation will be based partly on (1) negotiation *preparation* as determined in part by planning documents for certain negotiations and/or quizzes, (2) thoughtful and active involvement in the negotiation role-play *process*, (3), negotiation *outcomes* (certain negotiations may be scored), (4) post-negotiation analysis. Peer and instructor evaluations of student participation may be used to help determine this aspect of the grade. Early in the semester, a few case reviews (CR) will also contribute to this grade.

**2. Mid-term exam.** (42.5%). The format will likely be a mix of short answer questions, multiple choice, and true/false questions. Students should bring a scantron to the exam. If a student misses the midterm exam, there will be one make-up exam offered on the last Friday of the semester at 8:00am in the management department office.

**3. Final exam**. (15%). This will be a take home exam consisting of essay questions.

4. **Group Presentations & Paper** (25%). Further details will be described in class.

**Final Course Grades:** Course letter grades will be distributed as follows based upon student rank in the class:  ***Assuming an acceptable level of performance*, an A is reserved for those in the top 33% of the class, a B for those in the next 50% of class, and finally grades of C, D, or F for those in the bottom 17% of class.** If there is an unacceptable level of performance, then the grade distribution will be adjusted downward. If the overall course does quite well, then the number of A’s & B’s received may go up. Alternatively, if the overall course does not do so well, the number of A’s and B’s may go down and the number of C’s, D’s, and F’s received may go up.

**Course Schedule: *Tentative and Subject to Change:***

It is the student’s responsibility to keep up with the class and any changes that may be made.

**Topics and Class Activities Readings**

|  |  |  |
| --- | --- | --- |
| 8/27 | *Introduction*  *Time Management* |  |
| 9/3 | *Labor Day Holiday* |  |
| 9/10 | *Time Management*  *Conflict* |  |
| 9/17 | *Conflict: Types, Handling Styles*  Groupthink |  |
| 9/24 | Union Issues & Perspectives  American Dream |  |
| 10/1 | **Negotiation**: BB  (Form groups) |  |
| 10/8 | **Negotiation**: CC  **Negotiation*:*** SS  SVI handout |  |
| 10/15 | ***Job-Related negotiations***  ***Negotiation****: NR*  Malhotra’s Tips |  |
| 10/22 | *Principled Negotiation, Bargaining Styles, H-S Application* |  |
| 10/29 | *Stanford – SCH Application*  *Contingent Contracts* |  |
| 11/5 | **Exam** |  |
| 11/12 | Persuasion, Cialdini  Lie Detection |  |
| 11/19 | Cross-Cultural Issues  ADR  Negotiation: MP  Prosando  Group Time |  |
| 11/26 | ***Student Presentations*** | Presentations |
| 12/3 | **Student Presentations** | Presentations |
| FINALS Week | *FINAL (Take Home final)* | FINAL (Take home final) |

**My Approach to Handling Academic Dishonesty**:

Academic dishonesty of *any size or shape* in this course will result in (at a minimum) a failing grade for the COURSE (an F for the course grade). Cases will also be sent to the administration for further processing. When a case is received by the administration, it may then be decided to impose additional consequences such as those outlined in the policy described below. For further information you can go to <http://www.uta.edu/studentaffairs/judicialaffairs/dishonesty.php>.

**Drop Policy:** Students may drop or swap (adding and dropping a class concurrently) classes through self-service in MyMav from the beginning of the registration period through the late registration period. After the late registration period, students must see their academic advisor to drop a class or withdraw. Undeclared students must see an advisor in the University Advising Center. Drops can continue through a point two-thirds of the way through the term or session. It is the student's responsibility to officially withdraw if they do not plan to attend after registering. **Students will not be automatically dropped for non-attendance**. Repayment of certain types of financial aid administered through the University may be required as the result of dropping classes or withdrawing. For more information, contact the Office of Financial Aid and Scholarships (<http://wweb.uta.edu/aao/fao/>).

**Disability Accommodations:** UTArlington is on record as being committed to both the spirit and letter of all federal equal opportunity legislation, including *The Americans with Disabilities Act (ADA), The Americans with Disabilities Amendments Act (ADAAA),* and *Section 504 of the Rehabilitation Act.* All instructors at UT Arlington are required by law to provide “reasonable accommodations” to students with disabilities, so as not to discriminate on the basis of disability. Students are responsible for providing the instructor with official notification in the form of **a letter certified** by the Office for Students with Disabilities (OSD).Only those students who have officially documented a need for an accommodation will have their request honored. Students experiencing a range of conditions (Physical, Learning, Chronic Health, Mental Health, and Sensory) that may cause diminished academic performance or other barriers to learning may seek services and/or accommodations by contacting: **The Office for Students with Disabilities, (OSD)** <http://www.uta.edu/disability/> or calling 817-272-3364. Information regarding diagnostic criteria and policies for obtaining disability-based academic accommodations can be found at [www.uta.edu/disability](http://www.uta.edu/disability).

**Counseling and Psychological Services (CAPS)** [www.uta.edu/caps/](http://www.uta.edu/caps/) or calling 817-272-3671 is also available to all students to help increase their understanding of personal issues, address mental and behavioral health problems and make positive changes in their lives.

**Non-Discrimination Policy:** The University of Texas at Arlington does not discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, disabilities, genetic information, and/or veteran status in its educational programs or activities it operates. For more information, visit [uta.edu/eos](http://www.uta.edu/hr/eos/index.php).

**Title IX Policy:** The University of Texas at Arlington (“University”) is committed to maintaining a learning and working environment that is free from discrimination based on sex in accordance with Title IX of the Higher Education Amendments of 1972 (Title IX), which prohibits discrimination on the basis of sex in educational programs or activities; Title VII of the Civil Rights Act of 1964 (Title VII), which prohibits sex discrimination in employment; and the Campus Sexual Violence Elimination Act (SaVE Act). Sexual misconduct is a form of sex discrimination and will not be tolerated.*For information regarding Title IX, visit* [www.uta.edu/titleIX](http://www.uta.edu/titleIX) or contact Ms. Michelle Willbanks, Title IX Coordinator at (817) 272-4585 or [titleix@uta.edu](mailto:titleix@uta.edu)

**Academic Integrity:** Students enrolled all UT Arlington courses are expected to adhere to the UT Arlington Honor Code:

*I pledge, on my honor, to uphold UT Arlington’s tradition of academic integrity, a tradition that values hard work and honest effort in the pursuit of academic excellence.*

*I promise that I will submit only work that I personally create or contribute to group collaborations, and I will appropriately reference any work from other sources. I will follow the highest standards of integrity and uphold the spirit of the Honor Code.*

UT Arlington faculty members may employ the Honor Code in their courses by having students acknowledge the honor code as part of an examination or requiring students to incorporate the honor code into any work submitted. Per UT System *Regents’ Rule* 50101, §2.2, suspected violations of university’s standards for academic integrity (including the Honor Code) will be referred to the Office of Student Conduct. Violators will be disciplined in accordance with University policy, which may result in the student’s suspension or expulsion from the University. Additional information is available at <https://www.uta.edu/conduct/>. Faculty are encouraged to discuss plagiarism and share the following library tutorials <http://libguides.uta.edu/copyright/plagiarism> and <http://library.uta.edu/plagiarism/>

**Electronic Communication:** UT Arlington has adopted MavMail as its official means to communicate with students about important deadlines and events, as well as to transact university-related business regarding financial aid, tuition, grades, graduation, etc. All students are assigned a MavMail account and are responsible for checking the inbox regularly. There is no additional charge to students for using this account, which remains active even after graduation. Information about activating and using MavMail is available at <http://www.uta.edu/oit/cs/email/mavmail.php>.

**Campus Carry:** Effective August 1, 2016, the Campus Carry law (Senate Bill 11) allows those licensed individuals to carry a concealed handgun in buildings on public university campuses, except in locations the University establishes as prohibited. Under the new law, openly carrying handguns is not allowed on college campuses. For more information, visit <http://www.uta.edu/news/info/campus-carry/>

**Student Feedback Survey:** At the end of each term, students enrolled in face-to-face and online classes categorized as “lecture,” “seminar,” or “laboratory” are directed to complete an online Student Feedback Survey (SFS). Instructions on how to access the SFS for this course will be sent directly to each student through MavMail approximately 10 days before the end of the term. Each student’s feedback via the SFS database is aggregated with that of other students enrolled in the course. Students’ anonymity will be protected to the extent that the law allows. UT Arlington’s effort to solicit, gather, tabulate, and publish student feedback is required by state law and aggregate results are posted online. Data from SFS is also used for faculty and program evaluations. For more information, visit <http://www.uta.edu/sfs>.

**Final Review Week:** for semester-long courses**,** a period of five class days prior to the first day of final examinations in the long sessions shall be designated as Final Review Week. The purpose of this week is to allow students sufficient time to prepare for final examinations. During this week, there shall be no scheduled activities such as required field trips or performances; and no instructor shall assign any themes, research problems or exercises of similar scope that have a completion date during or following this week *unless specified in the class syllabus*. During Final Review Week, an instructor shall not give any examinations constituting 10% or more of the final grade, except makeup tests and laboratory examinations. In addition, no instructor shall give any portion of the final examination during Final Review Week. During this week, classes are held as scheduled. In addition, instructors are not required to limit content to topics that have been previously covered; they may introduce new concepts as appropriate.

**Emergency Exit Procedures:** Should we experience an emergency event that requires us to vacate the building, students should exit the room and move toward the nearest exit. When exiting the building during an emergency, one should never take an elevator but should use the stairwells. Faculty members and instructional staff will assist students in selecting the safest route for evacuation and will make arrangements to assist handicapped individuals.

**Student Support Services**:UT Arlington provides a variety of resources and programs designed to help students develop academic skills, deal with personal situations, and better understand concepts and information related to their courses. Resources include [tutoring](http://www.uta.edu/studentsuccess/learning-center/utsi/tutoring/index.php), [major-based learning centers](http://www.uta.edu/universitycollege/resources/college-based-clinics-labs.php), developmental education, [advising and mentoring](http://www.uta.edu/universitycollege/resources/advising.php), personal counseling, and [federally funded programs](http://www.uta.edu/studentsuccess/learning-center/mcnair-scholars/index.php). For individualized referrals, students may visit the reception desk at University College (Ransom Hall), call the Maverick Resource Hotline at 817-272-6107, send a message to [resources@uta.edu](mailto:resources@uta.edu), or view the information at <http://www.uta.edu/studentsuccess/success-programs/programs/resource-hotline.php>

**The** [**IDEAS Center**](https://www.uta.edu/ideas/) **(**2nd Floor of Central Library) offers **FREE** [tutoring](https://www.uta.edu/ideas/services/tutoring/index.php) to all students with a focus on transfer students, sophomores, veterans and others undergoing a transition to UT Arlington. Students can drop in, or check the schedule of available peer tutors at www.uta.edu/IDEAS, or call (817) 272-6593.

**The English Writing Center (411LIBR)**: The Writing Center offers **FREE** tutoring in 15-, 30-, 45-, and 60-minute face-to-face and online sessions to all UTA students on any phase of their UTA coursework. Register and make appointments online at [https://uta.mywconline.com](https://uta.mywconline.com/). Classroom visits, workshops, and specialized services for graduate students and faculty are also available. Please see [www.uta.edu/owl](http://www.uta.edu/owl) for detailed information on all our programs and services.

The Library’s 2nd floor Academic Plaza offers students a central hub of support services, including IDEAS Center, University Advising Services, Transfer UTA and various college/school advising hours. Services are available during the library’s hours of operation. <http://library.uta.edu/academic-plaza>