

Syllabus

BMGT 1344.304 - Negotiations and Conflict Management Fall 2012

It is the student's responsibility to check the online syllabus for updates.

Instructor: Sue Jones
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Class Time: MW 10:00 – 11:20 am
Class Room: SH - 210-2

COURSE DESCRIPTION (CATALOG DESCRIPTION): BMGT 1344 Negotiations and Conflict Management (52.0201) 3 credit hrs. Theories which aid in the diagnosis of interpersonal and intergroup conflict. The role of manager as negotiator, intermediary, and problem-solver. (ICOs 1,2,4,5,6) No prerequisite required.

REQUIRED TEXT: Title: Conflict Management: A Practical Guide to Developing Negotiation Strategies

ISBN-10: 0131193236
ISBN-13: 9780131193239

Author: Barbara A. Budjac Corvette, Ph.D.
Publisher: Prentice Hall



This book may be purchased from the [Odessa College Bookstore](http://www.odessa.edu/dept/management/sjones/negotiations.htm) or from an online book seller.

Class Website: <http://www.odessa.edu/dept/management/sjones/negotiations.htm>

Instructor's Office Hours: <http://www.odessa.edu/dept/management/sjones/officehours.htm>

COURSE LEARNING OUTCOMES: Upon successful completion of this course, student will be prepared to

- recognize non-verbal aspects and overall communication skills in negotiations and conflict resolution
- recognize power in negotiations
- identify strategies in group negotiations
- demonstrate strategy and tactics in personal preparation for negotiations
- assess interpersonal styles and characteristics of negotiation and conflict resolution

COURSE EXPECTATIONS: This is a college level course and you will, therefore, be expected to uphold established college standards as outlined in the most recent [Odessa College catalog](#). Your final grade will be based upon a combination of the following factors:

1. Preparedness
2. Purposeful participation in the classroom discussion
3. Ability to relate and apply the concepts discussed in the course
4. Attendance of community leadership meetings - minimum of 4 per semester

5. Scores on exams, projects, and other assignments
6. Score on final exam

Note: Preparedness and purposeful participation are the first two elements of the grading criteria. Being prepared means having the tools you need to take notes or to complete a writing assignment (book, pen, pencil, paper, etc). This is **not** strictly a lecture course. Students will be required to actively participate in the discussions, both individually and in assigned groups. You cannot participate if you are not present in class, and purposeful participation is difficult to achieve if you are not prepared. If you must be absent, please contact your instructor before the absence if possible or as soon after the missed class as possible to make arrangements for the make-up work or missed assignments. **This is your responsibility.** Show respect to everyone in the class by communicating appropriately - do not sleep or put your head or feet on the tables or chairs. Taking phone calls during class is disruptive as well.

The instructor's office hours and phone number are listed above and posted near the classroom. Please do not hesitate to utilize this time to discuss any course-related topic.

Business Leadership students are encouraged to make an appointment with Connie Nichols or Sue Jones to discuss both academic and career goals toward the end of each long semester.

DEPARTMENTAL AND INSTRUCTOR COURSE REQUIREMENTS, EVALUATION METHODS AND GRADING POLICY: There are projects and/or assignments associated with this course as well as a Final Exam. The assignments must be completed and turned in by due date. Students are required to attend a minimum of 4 community leadership meetings during each semester. Check the calendar page located on the instructor's website for a list of organizations, meeting dates and times, and instructions.

• Class participation	35%
• Class/Group Work	25%
• Homework	15%
• Community Leadership Meetings	10%
• Final Exam	15%

The projected cutoff point for A's, B's, C's, and D's are based on a 90%, 80%, 70%, and 60%, respectively. At the end of the semester these projected cutoff points will be adjusted (i.e. raised or lowered) in order to reflect the overall performance of the class. Thus the actual grade will not be known with certainty until after the semester is over.

Student will receive an updated grade sheet along with any graded assignments and any comments or suggestions regarding the work submitted.

Success Coaches: The Odessa College Student Success Coaches will help you stay focused and on track to complete your educational goals. If an instructor sees that you might need additional help or success coaching, he or she may submit a Retention Alert or a Starfish Alert. A Student Success Coach will contact you to work toward a solution.

If you consider withdrawing or dropping this class, please contact the instructor who will provide information regarding withdrawals, dropping a class or receiving an incomplete.

Business Leadership students should be aware that a grade of a "C" or better is necessary to meet the degree or certificate requirements.

STUDENT E-MAIL: If you have not already accessed your Odessa College Student E-mail, please follow the link to set up your account: <http://odessa.edu/gmail/> . Any assignments or correspondence will be submitted using your Odessa College email.

OBJECTIVE OF THE MANAGEMENT DEPARTMENT: The primary object of the business leadership program is to prepare each student for employment by providing skills training in critical thinking, problem solving, decision making, communication, self-management, and leadership. The business leadership program is not intended to serve as preparatory work toward a baccalaureate degree although courses are transferable to several colleges and universities. Students planning to pursue a four-year degree should consult the upper level institution of their choice regarding transferability of courses.

Department Web site: <http://www.odessa.edu/dept/management/>

BUSINESS LEADERSHIP DEPARTMENT PHILOSOPHY: Marketing is the core of all business practices - from the mom and pop neighborhood store to Fortune 500 companies. To help students understand this broad based concept, the following acronym has been created by Sue Jones and Connie Nichols, instructors in the Business Leadership Department of Odessa College:

- **M - managing**
- **A - all**
- **R - resources,**
- **K - knowledge and**
- **E - efforts**
- **T - toward**
- **I - intentionally**
- **N- navigating**
- **G - gains**

Information regarding student support services, academic dishonesty, disciplinary actions, special accommodations, or students' and instructors' right to academic freedom can be found in the [Odessa College Student Handbook](#).

Student Evaluation of Instruction: The SEI process for face-to-face and online courses is scheduled for the week of November 26th.

Expectations for Engagement – Face to Face Learning

To help make the learning experience fulfilling and rewarding, the following Expectations for Engagement provide the parameters for reasonable engagement between students and instructors for the learning environment. Students and instructors are welcome to exceed these requirements.

Reasonable Expectations of Engagement for Instructors

1. As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will
 - provided my contact information at the beginning of the syllabus;
 - respond to all messages in a timely manner through telephone, email, or next classroom contact; and,
 - notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or for my supervisor) in case of emergencies during the time I'm unavailable.
2. As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will
 - provide clear information about grading policies and assignment requirements in the course syllabus, and

- communicate any changes to assignments and/or to the course calendar to students as quickly as possible.
3. As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will
 - return classroom activities and homework within one week of the due date and
 - provide grades for major assignments within 2 weeks of the due date or at least 3 days before the next major assignment is due, whichever comes first.

Reasonable Expectations of Engagement for Students

1. As a student, I understand that I am responsible for keeping up with the course. To help with this, I will
 - attend the course regularly and line up alternative transportation in case my primary means of transportation is unavailable;
 - recognize that the college provides free wi-fi, computer labs, and library resources during regular campus hours to help me with completing my assignments; and,
 - understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my personal computer equipment or internet service is unreliable.
2. As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to,
 - missing class when a major test is planned or a major assignment is due;
 - having trouble submitting assignments;
 - dealing with a traumatic personal event; and,
 - having my work or childcare schedule changed so that my classroom attendance is affected.
3. As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with the course calendar. While my instructor is available for help and clarification, I will
 - seek out help from my instructor and/or from tutors;
 - ask questions if I don't understand; and,
 - attend class regularly to keep up with assignments and announcements.



Special Needs: Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973, and the American with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this class, please contact me to discuss your concerns. You may also call the Office of Disability Services at 335-6861 to request assistance and accommodations. Students with disabilities are expected to carry out their obligations in completing coursework required of all students.

Accrediting: Odessa College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Odessa College.

General inquiries about Odessa College, such as admission requirements, financial aid, educational programs, etc., should be addressed directly to the College and not to the Commission's office

Semester Schedule – Tentative

WEEK OF	TOPIC		Assignment	Done
Week 1 8-27	Introductions/Course Overview Chapter 1 - Defining Negotiations		Read Chapters 1 & 2 Classroom Activity Journal	
Week 2 9-5	Chapter 2 - Personality		Exercise 2-1 Activity 3 Activity 4	
Week 3 9-10/12	Chapter 3 - Conflict			
Week 4 9-17/19		Conflict Case Analysis "Unstoppable"	Case Questions	
Week 5 9-24/26	"Unstoppable" Discussion Chapter 4 - Negotiation Style		Exercise 4.1 Exercise 4.2 Assessment	
Week 6 10-1/3	Chapter 4 - Negotiation Style Continued Negotiation Styles Video		Journal Topic	
Week 7 10-8/10	Chapter 5 - Key Negotiation Temperaments Chapter 6 - Communicating in Negotiations		Chapter 5 Quiz	
Week 8 10-15/17	Chapters 7 & 8 Presentations		Quiz	
Week 9 10-22/24	Chapters 9, 10, 11 Group Project			

WEEK OF	TOPIC	Assignment	Done
Week 10 10-29/31	Poster Presentations What to Do When Conflict Happens video/discussion		
Week 11 11-5/7	 <div> Chapter 13 - Rules of Negotiation & Common Mistakes Chapter 14 - The Negotiation Process and Preparation </div>	Journal Topic 4	
Week 12 11-12/14	Chapters, 15, 16, 17, 18, 19, 20 Group Work	Journal Topic 5	
Week 13 11-19/21	Thanksgiving Holiday - No Class 		
Week 14 11-26/28	Presentations	work on review sheet	
Week 15 11-26/28	Final Exam Video Case	Essay Questions	
Week 16 12-05	Final Exam Due		

Holidays: September 3, 2012 - Labor Day (College Closed)
November 20 (5:30 pm) - 24, 2012 - Thanksgiving Holidays (College Closed)
November 14, 2012- Last Day to Drop
December 5, 2012 - Last Class Day
December 14, 2012 - Graduation