

| COURSE OUTLINE | | |
|--|---|---------------------|
| TERM: Fall 2018 | COURSE NO: BADM 475 | |
| INSTRUCTOR: | COURSE TITLE: Negotiation Skills | |
| OFFICE: LOCAL: E-MAIL: @capilanou.ca | SECTION NO(S): | CREDITS: 3.0 |
| OFFICE HOURS: | | |
| COURSE WEBSITE: | | |

Capilano University acknowledges with respect the Lil'wat, Musqueam, Squamish, Sechelt, and Tsleil-Waututh people on whose territories our campuses are located.

COURSE PREREQUISITES/CO-REQUISITES

75 credits of 100-level or higher coursework including BADM 305, ENGL 100, and CMNS 152 or 220; OR 3 NABU credits and CMNS 305.

COURSE FORMAT

Three hours of class time, plus an additional hour delivered through on-line or other activities for a 15-week semester, which includes two weeks for final exams.

CALENDAR DESCRIPTION

This course will clarify an interest-based negotiation approach and practice negotiating for mutual gain outcome; based on Harvard University's Negotiation Program. Students will practice specific "micro-skills" in small group activities and apply the skill building in simulated negotiation sessions. The course will also look at mediation and how to intervene in employee disputes when the manager may need to act as a third party.

COURSE NOTE

BADM 475 is an approved Experiential course for Cap Core requirements.

REQUIRED TEXTS AND/OR RESOURCES

Thompson, Leigh L. (2014). *The Mind and Heart of the Negotiator* (Sixth Ed.). New Jersey: Prentice Hall

COURSE STUDENT LEARNING OUTCOMES

On successful completion of this course, students will be able to do the following:

1. Compare content (the what) and process (the how) and determine when to shift from one to the other when negotiating
2. Plan/conduct well-sequenced negotiation session through five negotiation rounds

3. Receive feedback from a professional negotiation coach, written feedback of the team negotiation session and direction for continued learning; respond positively and with neutrality to this peer, instructor, and professional guest feedback
4. Adapt the four-stage negotiation model when communicating with all parties
5. Explain the importance of both relationship and substantive issues
6. Use negotiating leverage in an interest-based, “principled” manner
7. Apply Alternative Dispute Resolution techniques when in teams or meetings
8. Prepare pre-negotiation plans and interest-based participation tools to a case
9. Apply distributive bargaining and integrative bargaining negotiations
10. Plan for intractable, difficult conflicts
11. Plan and demonstrate how to diffuse the exploding offer, unrealistic terms, bluffing, deception or customers you can’t afford to lose
12. Practice multi-party deliberations or coalitions with two or more parties
13. Co-produce with a team member a mutual gains agreement
14. Explain and assess when to use third-party help
15. Apply negotiation ethics when negotiating
16. Analyze the role of international, gender, cultural and individual differences in a negotiated agreement

Students who complete this Experiential course will be able to do the following:

1. Critically reflect on their progress and development in the context of the course and assess the utility of the acquired knowledge, skills, and values in the learner’s personal, academic, or professional trajectory.
2. Apply the skills and knowledge of a given discipline or professional context, including working collaboratively in both leadership and team roles.

COURSE CONTENT

| Week | Topic |
|----------|---|
| 1 | <ul style="list-style-type: none"> • Introduction: Course, Process and Expectations • Group Norms • What is my Negotiation Style • Interpersonal Communications |
| 2 | <ul style="list-style-type: none"> • Negotiation: The Mind and the Heart of the Negotiator • Preparation: What to Do Before Negotiation |
| 3 | <ul style="list-style-type: none"> • Distributive Negotiation: Slicing the Pie • Are you a Rational Person? Check Yourself • Win-Win Negotiation: Expanding the Pie • In-Class Negotiations |
| 4 | <ul style="list-style-type: none"> • Establishing Trust and Building a Relationship • Multiple Parties, Coalitions and Teams • Third-Party Intervention • In-Class Negotiations • Foreign Investment Negotiation Stimulation |

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|---------|--|
| 5 | <ul style="list-style-type: none"> • Power, Gender, and Ethics • Creativity and Problem Solving in Negotiations • In-Class Negotiations |
| 6 | <ul style="list-style-type: none"> • Developing a Negotiating Style • Third-Party Intervention • Cross Cultural Negotiations • Third Party In-Class Negotiations |
| 7 | <ul style="list-style-type: none"> • Multiple Parties Multi National Negotiations: • Foreign Investment Negotiations Simulation |
| 8 | <ul style="list-style-type: none"> • External Negotiations |
| 9 | <ul style="list-style-type: none"> • Midterm |
| 10 | <ul style="list-style-type: none"> • In-Class Salary Negotiation with Human Resources Professionals |
| 11 | <ul style="list-style-type: none"> • Final Negotiations with Industry Experts |
| 12 | <ul style="list-style-type: none"> • Negotiations Exercise/Case Review |
| 13 | <ul style="list-style-type: none"> • Final Agreement and Course Conclusions |
| 14 & 15 | <ul style="list-style-type: none"> • Final Exam Period |

EVALUATION PROFILE

GRADING PROFILE

| | | | |
|-------------|------------|------------|-----------|
| A+ = 90-100 | B+ = 77-79 | C+ = 67-69 | D = 50-59 |
| A = 85-89 | B = 73-76 | C = 63-66 | F = 0-49 |
| A- = 80-84 | B- = 70-72 | C- = 60-62 | |

EVALUATION PROFILE

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|---------------------------------|-------------|
| Assignments | 25% |
| Chapter Exam(s) | 10% |
| Midterm Exam | 30% |
| Team Negotiations Assignment(s) | 25% |
| Professionalism/Participation | 5% |
| Peer Evaluation | 5% |
| Total | 100% |

Assignments: May include, but are not limited to, chapter readiness assessments, reflection exercises, self-assessments, etc.

Chapter Exams:

Assess comprehension and application of chapter material through a variety of questions that may include multiple choice, true and false, short answer, scenarios, etc.

Midterm Exam: Includes material from lectures, course material, and chapters covered up to the midterm.

Team Negotiations:

Students will participate in individual and group negotiation sessions that will culminate in negotiating with industry professionals.

Professionalism/Participation: Grades are allocated, up to a maximum of 5%, based on the percentage of time spent in class engaged in group discussions and applying concepts to both the individual and team projects.

Peer Evaluation: The objective evaluation of your peers will assist the teams to function better and the individuals to improve their interactions with team work.

Incomplete Grades

Grades of Incomplete "I" will not be assigned in this course.

Late Assignments

Late assignment will not be accepted.

Missed Exams/Quizzes/Labs etc.

Make-up exams, quizzes and/or tests are given at the discretion of the instructor. They are generally given only in medical emergencies or severe personal crises. Some missed labs or other activities may not be able to be accommodated. Please consult with your instructor.

Attendance

Students are expected to attend all classes and associated activities. Attendance for negotiation activities is mandatory.

English Usage

Students are expected to proofread all written work for any grammatical, spelling, and stylistic errors. Instructors may deduct marks for incorrect grammar and spelling in written assignments

Electronic Devices

Students may use electronic devices during class for educational enhancement only.

On-line Communication

Outside of the classroom, instructors will (if necessary) communicate with students using either their official Capilano University email or Moodle; please check both regularly. Official communication between Capilano University and students is delivered to students' Capilano University email addresses only.

UNIVERSITY OPERATIONAL DETAILS**Tools for Success**

Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: <http://www.capilanou.ca/services/>

Capilano University Security: download the [CapU Mobile Safety App](#)**Policy Statement (S2009-06)**

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Academic Integrity, Academic Probation and other educational issues. These and other policies are available on the University website.

Academic Integrity (S2017-05)

Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy S2017-05 for more information: <http://www.capilanou.ca/about/governance/policies/Policies/>

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

Academic dishonesty is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

Cheating: Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an assessment;
- Communicating work to another student during an examination;
- Using unauthorized aids, notes, or electronic devices or means during an examination;
- Unauthorized possession of an assessment or answer key; and/or,
- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor.

Fraud: Creation or use of falsified documents.

Misuse or misrepresentation of sources: Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

Self-Plagiarism: Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

Prohibited Conduct: The following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers);
- Falsifying one's own and/or other students' attendance in a course;
- Impersonating or allowing the impersonation of an individual;
- Modifying a graded assessment then submitting it for re-grading; or,
- Assisting or attempting to assist another person to commit any breach of academic integrity.

Sexual Violence and Misconduct

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including [B.401 Sexual Violence and Misconduct Policy](#) and [B.401.1 Sexual Violence and Misconduct Procedure](#).

Emergencies: Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.