

SCHOOL OF BUSINESS
Course Outline

COURSE NAME:	Negotiation Skills	COURSE NO.:	BADM 475
TERM:	Fall 2015	COURSE CREDITS:	3
INSTRUCTOR:		E-MAIL:	
OFFICE:		PHONE (LOCAL):	

COURSE PREREQUISITES: 84 credits of 100 level or higher coursework including BADM 305, ENGL 100, and CMNS 220 or CMNS 152

REQUIRED TEXT: Thompson, Leigh L. (2005). *The Mind and Heart of the Negotiator (6th Edition)*. New Jersey: Prentice Hall.

OTHER RESOURCES: Foreign Investment Negotiations Simulation (FINS) – Voucher available in book store.
 BADM 475 Course Material – Available in book store

COURSE FORMAT: Instructional hours: 3 hours per week x 15 weeks.
 Fourth-hour activities:

- To simulate the real work environment and to increase everyone’s learning efficiency, students are required to research and study the material prior to each class as indicated on the course outline.
- PowerPoint notes and exercises will be available on the course site.
- Students are responsible for making their own set of notes from their own readings, self-study, and course materials.
- Groups will conduct FINS negotiations outside the class time as and when required based in their team’s negotiation strategy and process.

COURSE OUTCOMES:

General Outcomes: To familiarize the student with interest-based negotiation skills based on Harvard University’s Negotiation Program and to be able to apply these skills in simulated negotiation sessions.

Specific Student Outcomes:

Upon successful completion of this course, students will be able to demonstrate competence in the following abilities and skills:

ABILITY	LEARNING OUTCOME	LEVELS*
COMMUNICATIONS	Adapt the four-stage negotiation model when communicating with all parties	3-6
	Demonstrate the importance of both relationship and substantive issues	3-4
	Use negotiating leverage in an interest-based, “principled” manner	5-6
	Show understanding of differences between content (the what) and process (the how) and when to shift from one to the other when negotiating	4-5
	Show Alternative Dispute Resolution techniques when in teams or meetings	3-5
ANALYSIS AND DECISION-MAKING	Prepare pre-negotiation plans and interest-based participation tools to a case	4-5
	Understand and demonstrate the difference between distributive bargaining and integrative negotiation	1-4
	Plan/conduct well-sequenced negotiation session through five negotiation rounds	5-6
	Show an understanding of how to plan for intractable, difficult conflicts	3-6
	Plan and demonstrate how to diffuse the exploding offer, unrealistic terms, bluffing, deception or customers you can’t afford to lose	3-5
SOCIAL INTERACTION	Practice multi-party deliberations or coalitions with two or more parties	3-5
	Co-produce with a team member a mutual gains agreement	4-6
	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	4-6
	Demonstrate when to use third-party help	4-5
	Demonstrate negotiation ethics when negotiating	3-6
CITIZENSHIP, SUSTAINABILITY AND GLOBAL PERSPECTIVES	Demonstrate an understanding of the role of international, gender, cultural and individual differences in a negotiated agreement	3-6

*See Faculty of Business – Our Commitment to Assessment and Constructive Feedback for description of the six “Levels” of Comprehension.

EVALUATION PROFILE:

Assessment	% of Final Grade	Individual/ Group	CAPabilities Assessed			
			Communications	Analysis & Decision Making	Social Interaction	Citizenship, Sustainability and Global Perspective
Salary Negotiations	10%	I	✓	✓	✓	
Self-assessment Assignment #1, and #2 (5% each)	10%	I		✓		✓
Readiness Assessments 10*1%	10%	I		✓		✓
Final Exam	25%	I	✓	✓		✓
Simulation: FINS	10%	I and G	✓	✓	✓	✓
Final Negotiations with Industry Professionals	20%	I and G	✓	✓	✓	✓
In Class Negotiations	10%	I	✓	✓	✓	✓
Peer Evaluation	5%	I	✓	✓	✓	✓
Total	100%					

COURSE CONTENT:

Week/ Date	Topic	Due before each class: Reading and Readiness Assessments
1	<ul style="list-style-type: none"> • Chapter 1: Negotiation: The Mind and the Heart of the Negotiator • In-Class Negotiation: Dispute Resolution: • In-Class Prep. for Salary Negotiation • What is my Negotiation Style 	<ul style="list-style-type: none"> • Thompson, Chapter 1 • BADM 475 Course Material (CM), Pages 1-40 • Chapter 1: Complete: <ul style="list-style-type: none"> a) Matching definitions: CM: Pg. 11 b) Dispute Negotiation Checklist: CM: P. 2 c) Self-Assessment instructions
2	<ul style="list-style-type: none"> • Chapter 2: Preparation: What to Do Before Negotiation • Appendix 4: Negotiating a Job Offer • Chapter 3: Distributive Negotiation: Slicing the Pie • Appendix 1: Are you a Rational Person? Check Yourself • Practice In-Class Negotiation: Salary Negotiation 	<ul style="list-style-type: none"> • Thompson, Chapter 2 - Appendix 4 • Thompson, Chapter 3 - Appendix 1 • BADM 475 CM, Pages 41-55 • Chapters 2 & 3: Complete: <ul style="list-style-type: none"> a) Matching definitions: CM: P.46 & 55 b) RA Chapters 1,2 and 3
3	<ul style="list-style-type: none"> • Chapter 4: Win-Win Negotiation: Expanding the Pie • Chapter 8: Creativity and Problem Solving in Negotiations • In-Class Negotiations 	<ul style="list-style-type: none"> • Thompson, Chapters 4 & 8 • BADM 475 CM: Pages 58-65 • Chapters 4 & 8: Complete: <ul style="list-style-type: none"> a) Matching definitions: CM: P.72 & 73 b) RA Chapters 4 and 8 c) Self-Assessment # 1 (5%) CM: P. 42 <p>Bring two copies to class, submit one</p>
4	<ul style="list-style-type: none"> • Chapter 6: Establishing Trust and Building a Relationship • Chapter 9: Multiple Parties, Coalitions and Teams • Appendix 3: Third-Party Intervention • In-Class Negotiations <p>FINS material will be distributed, bring your voucher</p>	<ul style="list-style-type: none"> • Thompson, Chapters 6 & 9 • BADM 475 CM: Pages 65-86 • Chapters 6 & 9: Complete: <ul style="list-style-type: none"> a) Matching definitions: CM: P.74 & 85 b) RA Chapters 6 and 9
5	<ul style="list-style-type: none"> • Chapter 7: Power, Persuasion and Ethics • Role Play: In-Class Negotiation • Chapter 5: Developing a Negotiating Style • Appendix 3: Third-Party Intervention • In class Negotiations 	<ul style="list-style-type: none"> • Thompson, Chapters 5 & 7 • Thompson, Appendix 3 • BADM 475 CM: Pages 86-101 • Chapters 5 & 7: Complete: <ul style="list-style-type: none"> a) Matching definitions: CM: P.91 & 99 b) RA Chapters 5 and 7
6	Chapters Review and Salary Negotiation Practice	
7	<p>In-Class Salary Negotiation with Human Resources Professionals</p> <p>2% deducted if not dressed properly for a job interview</p>	<p>Dress: Business Formal</p> <p>By appointment</p> <p>Time: 12 minutes / interview</p>
8	<ul style="list-style-type: none"> • Chapter 10: Cross Cultural Negotiations • Third Party Negotiations • In-Class Negotiations <p>FINS simulations will be distributed – bring your voucher</p> <p>Groups can start out of class negotiations</p>	<ul style="list-style-type: none"> • Thompson, Chapter 10 <p>Due: Self-Assessment # 2 (5%) CM: P. 42</p> <p>Bring Two copies to class.</p> <p>RA Chapter 10</p> <p>Due on Moodle: FINS Strategy By March 5</p>
9	<ul style="list-style-type: none"> • EXAM 	Includes: Thompson, Chapters 1-9 (No Appendices)
10	<p>Multiple Parties Negotiation:</p> <p>FINS: Foreign Investment Negotiations Simulation</p>	Please make your appointments in advance for FINS negotiations with other groups based on your strategy.
11	Conflict Negotiations Mediation and Arbitration	
12	Preparation for Final Negotiation	FINS' outcome – post on Moodle by _____
13	Granite: Final Negotiations with Industry Experts	
14/15	Final Exam Period	Dress: Business, 2% deducted if not dressed business formal Peer evaluation on Moodle: Required

UNIVERSITY POLICIES:

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

Grading Profile:	A+	90-100	B+	77-79	C+	67-69	D	50-59
	A	85-89	B	73-76	C	63-66	F	49 and below
	A-	80-84	B-	70-72	C-	60-62		

Emergency procedures: In the event of an emergency, students must follow the emergency procedures posted in the classrooms.

In addition to the policies of the university, the School of Business has the following policies governing the management of our classes and curriculum.

SCHOOL OF BUSINESS POLICIES:

Attendance: Regular attendance and punctuality are both essential and expected due to the nature and format of the course materials.

Professional Behaviour: Students must demonstrate a professional attitude and behaviour toward work, fellow students and their instructors. Each student should demonstrate reliability, respect for and co-operation with colleagues. A willingness to work calmly and courteously under difficult conditions as well as a determination to achieve first-class work while meeting deadlines is necessary in the Business Faculty. Students should have respect for equipment and systems. Students should display a constructive response to criticism.

English Usage: All assignments are marked for correct English usage, proofreading and formatting.

Missed Exams and Quizzes: Missed exams or quizzes will receive a grade of "0" unless PRIOR arrangements (wherever possible) are made with the instructor. Permission to make up an exam will only be given in extraordinary situations such as illness of the student or the death of a close family member. A doctor's certificate, or other proof supporting the reason for the absence, will be required. For further information, refer the "Examination & Pivotal Presentation Exemption Policy".

Examination and Pivotal Presentation Exemption Policy All students are required to appear and write their scheduled mid-term and final examinations, and to produce, by the assigned date, all pivotal presentations, individual and/or group, unless they meet one of the following criteria:

"Medical Exemption" will be considered, if:
Within the ten calendar days prior to a mid-term or final examination, or within ten days of a pivotal presentation, a student falls ill or is injured.

"Falling ill" is defined as being formally advised by a physician of the need to isolate oneself for the purpose of preventing communication of disease or infection to others; being advised by a physician of compromised immunity that requires isolating oneself from contact with others to prevent communication of disease or infection to themselves, or; being in a physical state of health which so compromises a student's ability to function, physically or cogitatively, during the ten days prior to the examination or presentation date.

"Injury", for the purpose of Exemption, is defined as sudden, unanticipated physical harm that renders the applicant physically incapable of attending campus or, in such physical distress that the student is specifically advised by their physician to abstain from appearing at their examination or presentation. Students who are prescribed medication(s) to treat their injury and who believe that the medication(s) may be impairing their ability to successfully prepare for or write their examination or

presentation may provide written evidence of their concerns as verified by their physician.

“Catastrophic Personal Loss Exemption” will be considered, if:

Events occur in the student’s life that are of such scope as to sufficiently distract a student from the examination or presentation preparation period, or from appearing at or adequately focusing on, the scheduled examination or presentation itself. This could include; loss of housing due to eviction, flood or fire; or death of an immediate family member * (defined as a sibling, parent or grandparent, child, partner or spouse, parent or step-parent, aunt, uncle, niece, or nephew and first cousins.) Immediate family member does not include general acquaintances. Circumstances that may qualify as a personal loss could also include an immediate family member being diagnosed with a significantly life-altering or life-threatening illness or injury.

In all of the above scenarios, a physician’s letter or other specifically requested documentation must be provided to satisfy the Instructor as to the validity of the claim, and must be provided within ten calendar days prior to the date of the exam or presentation. If an instructor agrees with the request for Exemption, the request for must be presented by the instructor to their Unit Convenor for consideration and his/her approval. No request for Exemption will be considered approved by virtue of submission, and will remain as merely “under consideration” until approved or rejected by the Unit Convenor. A student applying for an exemption for a specific section which is instructed by the Unit Convenor will have their application reviewed by the Vice-Chair or Chair of the School of Business.

Any student who applies for and receives an Exemption will be assigned a Future Examination or Presentation Date: this date is non-negotiable. Failure to appear on/at the single date and time assigned by the instructor will result in an automatic “0” grade for that exam or assignment. This “0” grade may not be appealed or contested, and will not be changed.

Copyright Policy:

Students are expected to familiarize themselves with and abide by the University’s Copyright Policy. The University’s Copyright Policy is published in the University website.

Cheating and Plagiarism:

Cheating is an act of deceit, fraud, distortion of the truth, or improper use of another person’s effort to obtain an academic advantage. Cheating includes permitting another person to use one’s work as their own. Plagiarism is the presentation of another person’s work or ideas as if they were one’s own. Plagiarism is both dishonest and a rejection of the principles of scholarship. Information about how to avoid plagiarism by proper documentation of sources is available in the Writing Centre and is published on the University website in the University Policies page.

Penalties for Cheating and Plagiarism:

A grade of ‘0’ for an examination, quiz or assignment or ‘F’ for the course may be assigned if cheating or plagiarism has taken place. First incidents deemed by the instructor to be particularly serious or second or subsequent incidents of cheating and plagiarism will be dealt with under the provisions of the University Policy on Cheating and Plagiarism (see the University website). All students should familiarize themselves with the University Policy on Cheating and Plagiarism as such behaviour can result in suspension from the University.

Incomplete Grades:

Incomplete grades will not be given unless special arrangements have been made with the instructor prior to the date set by University Administration.