

BRMB 5265-01, Problem Solving, Negotiation, Conflict Resolution Spring 2020

Carl Horn, MBA

E-mail: hornc1@seattleu.edu

Class Meets: April 6 – June 10

Venue: Primarily Online

Prerequisite: Integrity, Honesty, Willingness to Learn, Take Risks

Texts:

1. **GETTING TO YES**, Fisher & Ury, 3rd Edition, Penguin Books
ISBN# 9780143118756
2. **BARGAINING FOR ADVANTAGE**, Shell, 2nd Edition, Penguin Books
ISBN# 9780143036975

Course Purpose:

Problem Solving, Negotiation, and Conflict Resolution are all an integral part of success in today's business environment. Students will learn to develop a strategy based on clear analysis of key stakeholders and their interests, and effective strategic implementation. Students will examine how to manage conflicts, evaluate opposing interests, and develop options for agreement. Critical thinking and clear communication will be emphasized throughout the course. The course is aimed at enabling students to become more effective as negotiators, team members and leaders.

Objectives:

- Enhance Oral and Written Communication Skills
- Increase Self Awareness and Control
- Improve Negotiation Outcomes
- Improve teamwork
- Interpret Conflicts and Problems as Opportunities.

Ethics:

You should author your own work, give credit when quoting the work of others, and NEVER copy anything. Your thoughts and writing may be better than others. Test taking means NEVER seeking unauthorized assistance. Plagiarism and cheating is abhorred and will provide sufficient grounds for dismissal and failing the class.

Class participation:

Is based on the quality and quantity of your contribution to the class discussions. Each student must take responsibility for the success of the class.

Course Methods:

This course is designed to improve negotiation skills through instruction, discussion, readings, reflective and analytical writing, case studies and repeated practice. The class will provide the opportunity for you to increase negotiating effectiveness through improved self-awareness, earned self-confidence and sharpened insightfulness and sensitivity to others. Students will participate in numerous negotiation simulations.

Activity

Assignment	Points
(2) Quizzes	2 x 75 pts. = 150 pts.
(1) Final	150 pts.
Negotiation Episode Paper	150 pts.
Negotiation Episode Presentation	100 pts.
Class Participation / Discussion	150 pts.
(4) After Negotiation Reports	50 pts each = 200 pts.
Consulting Firm Sales Pitch / Negotiations	50 + 50 = 100 pts.
Total Possible Points	1,000 pts.

Activities Description

In Class Quiz and Final

There will be 2 in-class quizzes and a final which will cover the chapters in the texts and the lectures.

Negotiation Episode Paper

You will submit a paper on a negotiation episode you find in a movie or through other research. Your paper will be between 600 – 900 words excluding references. Your paper should contain the following information.

- Episode Description
 - Link to Episode with Written Summary
 - Parties Involved
 - Interests of Each Party
- Types of Negotiation Strategies and Approaches Utilized
- Negotiation Results
- Lessons Learned from Episode

It is expected that your paper will demonstrate your comprehension of the textbook readings and lectures. Include the word count at the end of your paper.

Negotiation Episode Presentation

You will record a presentation and submit it on Canvas which summarizes your paper. Your presentation should be 3 – 5 slides and last between 10 and 15 minutes.

Class Participation / Discussion

Students are expected to undertake an active and enthusiastic participation in negotiation simulations, discussion boards on Canvas, and other activities. There will be a discussion topic each week. The business world expects you to participate. Plan to do so in this course.

After Negotiation Reports (ANR)

There will be four negotiation simulations during our course. The number of students per side will vary from two to four. Prepare and negotiate through the use of email and or synchronous meetings (e.g. Zoom). Professor Carl will inform you of your team composition for each simulation and provide your case information. After each negotiation simulation each student will submit an after-negotiation report through Canvas. The specific questions for each report will be included in Canvas.

Consulting Firm Sales Pitch / Negotiation

Your team will develop and present a sales pitch to a prospective client (Professor Carl). You will negotiate a contract for your firm with the client.

Grading Scale

Grade	Points
A	951-1000
A-	901-950
B+	851-900
B	801-850
B-	775-800
C+	751-774
C	700-750
C-	675-699
D	600-674
F	<600

Your grade in this course will be determined based on your performance both in absolute terms and relative to your peers (i.e., fellow students). In the past, the average grade for this course has been A-. Some students have done better and some worse.

→ In order to earn a passing grade, you are expected to complete ALL projects and assignments on time. Late papers will only be accepted one day after the due date, but they will be subject to a 10% penalty.

Extra credit will not be given under any circumstances. Your success or failure in this course is your responsibility.

Course Schedule

Date	Topic	Readings / Assignments
Week 1	Introduction, Syllabus Review	Zoom 4/9 9AM – 10AM GTY Intro, Chapters 1,2
Week 2	Attributes of Successful Negotiators, Global Negotiations	BFA Intro, Chapters 1,2,4 GTY Chapters 3,4 Case 1 ANR
Week 3	Interests, Strategy	Zoom 4/23 9AM – 10AM BFA Chapters 5,7,8,9 Quiz 1
Week 4	Influence, Team Negotiations	BFA Chapter 3,6,10,11 Case 2 ANR
Week 5	BATNA, Standards, Questioning	Zoom 5/7 9AM – 10AM – Guest Speaker GTY Chapter 5,6 Case 3 ANR
Week 6	Power, Leverage	Quiz 2 Case 4 ANR
Week 7	Request for Proposal	Negotiation Episode Papers GTY Chapters 7,8
Week 8	Proposal Submittals, Negotiation Challenges, Salary Negotiations	Zoom 5/28 9AM – 10AM - Consulting Firm Sales Pitches (Powerpoints due 5/27) Negotiation Episode Presentations BFA Chapter 12
Week 9 / Final	Consulting Firm Negotiations	Zoom 6/4 9AM – Noon - Consulting Firm Negotiations Final due 6/11

Note: Syllabus may be updated during the quarter

Academic Resources:

Library and Learning Commons (<http://www.seattleu.edu/learningcommons/>)

(This includes: Learning Assistance Programs, Research [Library] Services, Writing Center, Math Lab)

- Academic Integrity Tutorial (found on Canvas and SU Online)

Academic Policies on Registrar website

(<https://www.seattleu.edu/redhawk-axis/academic-policies/>)

- Academic Integrity Policy
- Academic Grading Grievance Policy
- Professional Conduct Policy (only for those professional programs to which it applies)

Notice for students concerning Disabilities

If you have, or think you may have, a disability (including an 'invisible disability' such as a learning disability, a chronic health problem, or a mental health condition) that interferes with your performance as a student in this class, you are encouraged to arrange support services and/or accommodations through Disabilities Services staff located in **Loyola 100, (206) 296-5740**. Disability-based adjustments to course expectations can be arranged only through this process.

Office of Institutional Equity

Title IX of the Education Amendments of 1972 (Title IX) prohibits discrimination based on sex in educational programs or activities that receive Federal financial assistance. This prohibition includes sexual misconduct, which encompasses sexual harassment and sexual violence. Seattle U remains committed to providing a safe and equitable learning, living, and working environment. Seattle U offers emergency, medical, and other support resources, as well as assistance with safety and support measures, to community members who have experienced or been impacted by sexual misconduct.

Seattle U requires all faculty and staff to notify the University's Title IX Coordinator if they become aware of any incident of sexual misconduct experienced by a student. For more information, please visit <https://www.seattleu.edu/equity/>. If you have any questions or concerns, you may also directly contact the Title IX Coordinator in the Office of Institutional Equity (**email: oiic@seattleu.edu; phone: 206.296.2824**) University Resources and Policies