

## BRMB 5265-01, Problem Solving, Negotiation, Conflict Resolution Spring 2022

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Office: Pigott 516

Office Hours: Thursday 8:30 – 9:00 and by appointment

Class Meets: Thursday 9:00 – 11:50 (March 31 - June 2), Friday 9:00 – 11:50 (June 10)

Venue: Garrand 114

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

**Texts:** 1. **GETTING TO YES**, Fisher & Uri, 3rd Edition, Penguin Books

ISBN# 9780143118756

2. **BARGAINING FOR ADVANTAGE**, Shell, 2<sup>nd</sup> 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 are abhorred and will provide sufficient grounds for dismissal and failing 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.
Class Participation / Discussion	150 pts.
(6) After Negotiation Reports	40 pts each = 240 pts.
Consulting Firm Exercise	<b><u>160 pts.</u></b>
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, television or through other research. Your paper will be between 700 – 1000 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. Utilize appropriate citations and references (APA is preferred). Include a word count at the end of your paper.

#### Class Participation / Discussion

Students are expected to undertake an active and enthusiastic participation in negotiation simulations, class discussions, and other activities. The business world expects you to participate. Plan to do so in this course. Attendance will be taken each class. ***If you plan to miss class, send me an email.***

#### After Negotiation Reports (ANR)

There will be several negotiation simulations during our course. The number of students per side will vary from two to four. Professor Carl will inform you of your team composition for each simulation and provide your case information. After many of the negotiation simulations each student will submit an after-negotiation report through Canvas. The specific questions for each report will be included in Canvas.

#### Consulting Firm Negotiation

Your team will develop a response to a request for proposal, then make a sales pitch to a prospective client. You will then attempt to negotiate a contract 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 – 3/31	Introduction, Syllabus Review	GTY Intro, Chapters 1,2 Case 1 ANR
Week 2 – <b>No Class</b>	Negotiate Case outside of Class Class cancelled due to University Mission Day	BFA Intro, Chapters 1,2,4 Case 2 ANR
Week 3 – 4/14	Attributes of Successful Negotiators, Global Negotiations	GTY Chapters 3,4 Case 3 ANR
Week 4 4/21	Interests, Strategy	BFA Chapters 5,7,8,9 Quiz 1
Week 5 4/28	Influence, Team Negotiations, Negotiation Episode Topic Approval	BFA Chapter 3,6,10,11 Case 4 ANR
Week 6 5/5	BATNA, Standards, Questioning Guest Speaker – Josephine Nelson from Harvard Business School	GTY Chapter 5,6
Week 7 5/12	Power, Leverage	Quiz 2 Case 5 ANR
Week 8 5/19	Consulting Firm - Request for Proposal Development	Negotiation Episode Papers Due 5/18 GTY Chapters 7,8 Case 6 ANR
Week 9 5/26	Proposal Submittals, Negotiation Challenges, Salary Negotiations	Consulting Firm Proposal Presentations Due 5/24
Week 10 6/2	Consulting Firm Negotiations	BFA Chapter 12
Final 6/10	Final Exam	

**Note: Syllabus may be updated during the quarter**

## **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**

Seattle University values diverse types of learners and is committed to ensuring that each student is afforded an equal opportunity to participate in learning experiences. Disability Services (DS) works with students with disabilities to provide reasonable accommodations to support their learning experiences. Disabilities include “invisible disabilities,” such as a learning disability, a chronic health problem, or a mental health condition. This could include any long-term effects of COVID, even after recovery (“long-COVID”), if a health care provider determines it is a chronic health problem. If you have, or suspect you may have, a disability that may interfere with your performance as a student in this course and have not yet been assessed by DS, please contact DS staff at [DS@seattleu.edu](mailto:DS@seattleu.edu) or (206) 296-5740. Disability-based accommodations to course expectations can be made only through this process and must be approved by DS before implemented in a course. I am committed to working with you, so please consider meeting with me to discuss the logistics of implementing any accommodations approved by DS.

## **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:** [oiie@seattleu.edu](mailto:oiie@seattleu.edu); **phone:** 206.296.2824)  
University Resources and Policies

Please track and record the names of those individuals with whom you have been in close contact in class (including other students and faculty) in case SU Public Safety requires your assistance in contact tracing. For the purposes of contact tracing, “close contacts” are people who have been within six feet of you for 15 minutes or longer.