



COURSE SYLLABUS

Please read the following course syllabus carefully, especially the course dates, times and location. If you have any questions, please do not hesitate to communicate with the IDEAL Program office, your academic advisor, or the instructor.

The IDEAL degree-completion program is designed with the adult learner in mind. Adult learners approach learning with specific goals, want to be able to directly apply new learning to their work and personal lives, and tend to learn best when the coursework is problem-centered so that they are actively engaged in the learning process. In addition, adults bring rich and varied experience to the classroom, which becomes a valuable learning resource for other students.

The IDEAL Program assumes joint responsibility in the learning process. The activities and assignments in the courses build on the shared experience of all learners in each class. This is why each student's preparation, participation and interaction in class activities and discussions are critical to the success of each course. The accelerated format of each course requires a significant amount your time outside the classroom to prepare for and complete the course assignments. This varies between students and courses; however, students typically spend nine-twelve hours per week on course material.

To participate in the IDEAL Program, it is expected that you will do the following:

1. Attend every class session. Be on time.
2. Obtain the required course materials prior to the first class session.
3. Complete the first assignment prior to the first class session and all subsequent assignments to the best of your ability.
4. Participate in the class discussions and demonstrate respect and consideration to the instructor and other students when they express themselves in discussion.

If you cannot perform these four expectations, it is recommended that you drop the course. We look forward to your academic success in each course and the ultimate completion of your degree.

Course No. & Title: MGMT 340 ID8W2, Conflict and Negotiation

Semester and Term: FALL 2014

Day and Dates: Tuesdays 10/21/2014 - 12/9/2014

Time: 6pm – 9pm

Campus Location: Bridgeport

Course Description:

The development of conflict-management and negotiating skills with particular emphasis on achieving effective and efficient outcomes within a global and multi-cultural context.

Experiential exercises, readings and discussions will demonstrate various strategies for a broad range of negotiating scenarios, e.g., buyer seller, management-labor, personal salary increase, cross-national, etc.

Prerequisite Course: MGMT 300 or MGMT 305

Course Code: BC, BE, HR-C

Instructor & contact information: Mary Matera

Email: mmatera@bridgeport.edu

Required Textbook:

Negotiation-Readings, Exercises and Cases Lewicki, Roy J., Barry, Bruce, Saunders, David M. Sixth Edition. 2010, Irwin/McGraw-Hill.

ISBN 10 digit: '007353031x or ISBN 13 digit: 9780073530314

To order textbooks, go to the bookstore website at <http://bridgeport.textbooktech.com/>
Select IDEAL Campus and login to the bookstore. Select the course and follow instructions.

Learning Outcomes:

Upon completion of this course the student should be able to:

- Understand the sources of interpersonal, inter-organizational and intra-organizational conflict in a global and competitive environment.
- Learn to diagnose the functional and dysfunctional consequences of managing conflict.
- Learn to use conflict productively, and gain confidence in managing conflict.
- Experience a situational mock labor-management negotiation.
- Develop proficiency in applying appropriate strategies for resolving various kinds of conflicts, e.g. negotiation, high involvement management, etc.
- The student will also learn their preferred negotiation style and behavior.

First Assignment Prior to the First Class:

Read Lewicki text-Section 1: Negotiation fundamentals (1.1-1.10) Be prepared to discuss the content of Section 1 readings. Print out and bring Journal and Syllabus information (on Canvas) to first class.

Assignments:

On-line assignments are noted in Sessions 1, 2, 3 and 5. See description of weekly sessions for in-class assignments.

Description of Weekly Sessions:

Please Note: Depending on class interest and participation, discussions on planned topics may run in to subsequent weeks. In a perfect world, the following Sessions will contain the material described below. All text topics cited will be addressed by the end of the 8th week.

Session I

Pre-class Assignments

Read: Lewicki text: Section 1 – Negotiation Fundamentals (1.1 – 1.10) – Be prepared to discuss the content of Section 1 readings.

In class exercises will be assigned

***Mid-Term:** Case I: 500 English Sentences will be discussed and is due Session IV, no exceptions.

***Final exam** (Live Negotiation) will be discussed and is due Session VIII, no exceptions

*Students will be asked to begin a daily personal journal to gain insight to strengths and weaknesses regarding their negotiation strengths/weaknesses. (See “Assignments” in Canvas for more information regarding the journal.) More information regarding this will be discussed during first class.

***Each student will be assigned a reading in the text to present to the class.** These presentations will take place throughout the 7 remaining sessions concurrent with the relevant chapter assignment. Students can choose a reading in any chapter of the text in which they have a special interest and will discuss the highlights of that reading in the week that chapter is assigned.. Length of presentations will depend on class size. No readings will be presented by more than one student. No paper is required to accompany your presentation.

On-line Assignment: Please print and bring the Journal information and your syllabus (both documents are on Canvas) with you to first class.

Session II

Pre-Class Assignments

Read Lewicki Text: Section 2 – Negotiation Subprocesses (2.1 – 2.13) – Be prepared to discuss the content of Section 2 readings. Personal assessments relative to negotiation skills, strengths (time permitting)

On-line Assignment: View YOU Tube: “Bully in the Workplace, Backstabbing Friends: Managing Conflict”

In-class exercises will be assigned to practice relevant negotiation techniques and strategies.

Session III

Pre-Class Assignments

Read Lewicki Text: Section 3 – Negotiation Contexts (3.1 – 3.13) – Be prepared to discuss the content of Section 3 readings.

On-line Assignment: Read Harvard Business School, Working Knowledge: Deborah M. Kolb’s “Keeping Your Cool in Negotiations” (HTML) (See link in Canvas under “Assignments.”)

In-class exercises will be assigned to apply relevant negotiation techniques.

Session IV

Pre-Class Assignments

Read Lewicki Text: - Section 4 – Individual Differences (4.1-4.3) and Section 5 – Negotiation across Cultures (5.1-5.3) – Be prepared to discuss the content of Section 4 and 5 readings. Students will have an opportunity to relate their experiences and insights relative to their culture and interactions with people of other cultures.

In-class exercises will be assigned to apply relevant negotiation techniques. Self-assessment questionnaires related to negotiation skills will be utilized in class as time permits.

* **Midterm case** to be handed in and discussed. Paper should be 4-5 double-spaced, stapled pages. Papers will be graded on content, grammar and use of relevant theories, knowledge and understanding obtained from readings, classroom discussions and personal experience.

* **Journal progress** will be discussed. Journals may be brought to class, but will not be collected at this time. Journals will be submitted in the last class.

Session V

Pre-Class Assignment

Read Lewicki Text: Section 6 – Resolving Differences (6.1-6.7) – Be prepared to discuss the content of Section 6 readings

On-Line Assignment: Read article: Conflict Diagnosis: Are you Hot or Cool? Take on-line quiz to assess a conflict situation you may have and learn how to develop a workable action plan. Students will share results from this exercise in class.

*In-class exercises reflecting a relevant topic of negotiation will be assigned as time permits.

Session VI

Pre-Class Assignment

Read Lewicki Text: Section 7-Summary (7.1-7.4)

Negotiation tools (Planning for Negotiations) will be utilized to begin to structure the final “Live” negotiation. In-class exercise will be assigned to demonstrate how to apply relevant negotiation techniques to practical everyday situations. Materials will be available to students to analyze and negotiate a specific problem. Tools and information from this exercise will assist student to prepare for their final exam (live negotiation).

Session VII

Continuation of Planning for Negotiations exercise.

Additional classroom discussions/videos/ exercises may take place as time permits.

Session VIII

Final Exam (Live Negotiation) – 8-10 typewritten, double spaced stapled pages – to be handed in and presented in class. Papers will be graded on use of relevant theories, utilization of negotiation tools, insight gained as to strengths and weaknesses, grammar and classroom presentation skills. Length of individual discussion will be determined by class size and available time.

***Journals** will be discussed and collected. Journals must be typed and stapled.

Grading Criteria:

Course Grade

- Participation in class exercises, group and class discussion and attendance 30%
- Negotiation Journal 15%
- Presentations w/write-ups 15%

- Mid-Term: Case write-up I (500 English Sentences, due Session IV, no exceptions) 15%
- Final exam: (Live Negotiation Based on Personal Issue reflecting knowledge of theory, insight gained from classroom learning and readings, due Session VIII, no exceptions) 25%

Note: Written cases, exams will be graded on use of relevant theories, readings, spelling, grammar, presentation. Conclusions must be justified by citing text and other related material as well as personal and professional experiences.

One Missed classes will result in a reduction of one letter grade. Two missed classes is cause for failing. There will be no exceptions to this.

Letter Grading Scale:

% of Points Earned	Letter Grade	% of Points Earned	Letter Grade
100-94	A	76-74	C
93-90	A-	73-70	C-
89-87	B+	69-67	D+
86-84	B	66-64	D
83-80	B-	63-60	D-
79-77	C+	Below 60	F

ACADEMIC POLICIES

Attendance Policy

Classroom attendance is an integral part of the academic experience; therefore, students are expected to attend all class sessions. If an absence is unavoidable, the student, prior to class, should communicate with the instructor. Arrangements should be made at that time for submission of any missed assignments. It is also expected that students arrive on time and not leave until the class is dismissed. Tardiness will result in a reduced grade for the course. If you cannot attend every class session you should consider dropping the course.

IMPORTANT:

- Missing one class session will drop the final grade by one letter grade (for example if a student earns a grade of “B” in the course, the final grade would be a “C”).
- Missing two or more class sessions will be cause for a failing grade.
- Note: For 15-week courses; missing two class sessions will result in a letter grade drop and three or more will cause a failing grade.

Drop Procedures

To drop a course, you must complete and submit a Schedule Change Request Form. The form can be accessed at the IDEAL Course Schedule webpage:

<http://www.bridgeport.edu/academics/continuinged/ideal-academic-degree-programs-and-certificates/ideal-course-schedule/>.

Please print and complete the form and fax the form to the IDEAL Office: 203-576-4537. Prior to dropping a course, the student should contact their IDEAL Academic Advisor to understand the implications to financial aid and/or degree plan progress.

Please review the drop fees and tuition refunds at the Academic Calendar; accessed at the IDEAL Course Schedule webpage (same link above).

Cell Phones

Cell phones must be turned off (or placed on “vibrate”) while in the classroom. A cell phone call is disruptive and disrespectful to the other students in the class.

Academic Dishonesty

The IDEAL program prohibits all forms of academic dishonesty. Academic dishonesty is normally defined as, but not limited to, the following two categories:

Cheating – Using inappropriate sources of information in an assignment or on a test. The following are examples of cheating taken from real student experiences:

Case #1: A student is enrolled in an introductory psychology course. He has co-workers who have taken the same course. As the end of the course approaches, he wonders how he will find the time to get the research paper finished, and asks one of his co-workers for help. His co-worker hands him a research paper that he submitted in a

similar course. The student makes minor modifications to the paper, and submits it under his own name.

Case #2: A student enrolled in a humanities course is unsure about how to structure an essay. She is doing research on the World Wide Web, and comes across an essay written by a student from another university. Using her computer mouse, she copies and pastes the essay into her word processor. She goes to great lengths to re-word the paper in her own style, but essentially leaves the content and organization the same.

Plagiarism – Intentional as well as unintentional failure to acknowledge sources as well as the use of commercially available so-called “research papers” without full recognition of the source. Presenting as one’s own, the ideas, words, or products of another. The following are examples of plagiarism taken from real student experiences:

Case #3: A student is conducting research for a Civil War research paper. He has reviewed work on the Internet. Finding helpful information, he has summarized his findings without citing his sources. He believes that minor paraphrasing is all that is necessary.

Case #4: A student is writing a paper that requires her to address specific topics and problems in the assigned course textbook. She takes the information directly from the textbook with slight modification, without giving any citation. She thinks that since it is the course textbook, she doesn’t have to use quotations or citations.

Academic dishonesty applies to all courses, assignments or exams completed by students and submitted as their own original work, whether in person or by electronic means. The University does not tolerate cheating in any form. It is a serious breach of conduct with serious consequences. Instructors have the right to determine the appropriate penalty for academic dishonesty in their own courses; generally, however, such acts will result in a failing grade for the assignment and/or the course. The penalty for subsequent acts of academic dishonesty may include expulsion.

More information on how to recognize plagiarism can be found at this site:
http://www.indiana.edu/~istd/plagiarism_test.html

Ethics Statement of Confidentiality

An integral component of an IDEAL course is student and faculty expression of personal experiences for the purpose of facilitating coursework. Students enrolled in the program are expected to honor confidentiality as it pertains to student disclosure. Shared information, comments, or opinions expressed by another student or the faculty member during the course of classroom discussion should never be used in a manner which is intended to humiliate, embarrass, harass, damage, or otherwise injure other students in their personal, public, or business lives. In addition, confidentiality must be upheld by not disclosing any information that would identify any particular individual.

ACADEMIC RESOURCE CENTER

The Academic Resource Center is available for IDEAL students seeking help in their studies. The Center is staffed by writing professionals and peer tutors. More information can be found at: <http://www.bridgeport.edu/pages/2209.asp> The Center is located on the 5th Floor of the Wahlstrom Library. Make an appointment or walk-in: Telephone: 203-576-4290. **Online**

Tutoring is available at: www.etutoring.org. To use this free service you must have a UBNet account.

Obtaining a UBNet Account

Every registered student should obtain a UBNet Account. The account allows you to access MyUB; the portal for grades, library services, Canvas online learning system. Also, the account allows you access to computers in the Library and computer labs, and provides an email account in which the University sends out information. Go to: <http://www.bridgeport.edu/ubnet> - Click on "New UBNet Account" and follow the instructions.

The @bridgeport.edu email address is the official email the University uses to send information to you. You can have your bridgeport.edu email forwarded to any other private email account you use. Following the activation of your UBNet account (takes 24 hours), login at: <http://www.bridgeport.edu/email> and click on "forwards" at the top of the page. Follow the directions to forward email messages to your other account.

Learning Management System (LMS) - Canvas

For all courses that use Canvas, you can access Canvas through the portal by using the myUB link. Faculty post class documents on Canvas e.g. syllabus, power points, discussion questions, case studies, current event articles, papers, reports etc. (save some trees). All students have access, and can download and copy the documents.

Canvas Tutorial For Students: <https://bridgeport.instructure.com/courses/985903>

For assistance contact the UB Help Desk at 203-576-4606 or email helpdesk@bridgeport.edu
<https://bridgeport.instructure.com/courses/829447/>

Accessing Your Grades & Schedule Online

The WebAdvisor online information system allows students to search for available classes, check grades, view semester class schedule and verify your personal profile. Grades are generally posted 2-3 weeks following the end of a course. To access WebAdvisor, login in to MyUB and follow the WebAdvisor menu on the right. If you are carrying a financial balance, access to WebAdvisor will be restricted.

Using the Library

Access to the Digital Library is through MyUB. On the MyUB home, in the central column, click on "myEureka Digital Library." Research tools available:

- Search for books held at the library.
- Search the online databases for your academic field; business, counseling, human services, psychology, etc.
- Send questions to the Reference Librarian for assistance in research topics and searching strategy.

Using Computers

Open access computer labs are available at three locations:

- Bridgeport – 1st floor of the Wahlstrom library. Check library hours of operation at: <http://www.bridgeport.edu/library>.
- Stamford – Room D; Check open hours at: <http://www.bridgeport.edu/stamford>
- Waterbury – Computer Lab; Check open hours at: <http://www.bridgeport.edu/waterbury>

Course Cancellations

Any emergency necessitating the canceling of courses will be announced by the University through the Emergency Notification Telephone Line, (203) 576-4159. Please call this number for information on course cancellations. Also, information will be posted under "Latest News" on the UB home page, (www.bridgeport.edu). Canceled classes will be made up either the week following the end of the course or in consultation between the instructor and the students as to day and time availability. Course cancellations are also announced on television and radio stations.

IMPORTANT CONTACT INFORMATION

Office	Telephone	Email
Bridgeport Campus Security	(203) 576-4911	ubsecurity@bridgeport.edu
Bursar	(203) 576-4692	sfs@bridgeport.edu
Cashier	(203) 576-4682	sfs@bridgeport.edu
Financial Aid	(203) 576-4568	sfs@bridgeport.edu
Registrar	(203) 576-4635	registrar@bridgeport.edu
Emergency Notification Phone	(203) 576-4159	
IDEAL Office	(203) 576-4800	idealinfo@bridgeport.edu

CAMPUS CONTACT INFORMATION

Campus	Address	Telephone	Email
Bridgeport	126 Park Avenue Bridgeport, CT 06604	(203) 576-4800	idealinfo@bridgeport.edu
Stamford	5 Riverbend Drive Stamford, CT 06750	(203) 358-0700	ubstamford@bridgeport.edu
Waterbury	84 Progress Lane Waterbury, CT 06705	(203) 573-8501	ubwaterbury@bridgeport.edu

Directions to IDEAL Campus locations	http://www.bridgeport.edu/pages/2260.asp
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To fill out your financial aid report to the Federal Government, please go online to www.fafsa.ed.gov. The school code for the University of Bridgeport is **001416**.
Federal Student Aid Information: 1-800-433-3243