MGMT 340 CONFLICT AND NEGOTIATION IDEAL PROGRAM COURSE SYLLABUS

Dear Student,

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 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 our classes 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 of time outside the classroom to prepare for and complete the course assignments. This varies between students and courses; however, students typically spend a minimum of ten-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.

Missing one class session will drop the final grade by one letter grade (for example if the student earned a grade of "B" in the course, the final grade would be a "C"). If a student misses two or more classes a grade of F will be entered as their final grade.

Cheating and Plagiarism

It is the student's responsibility to become familiar with and adhere to the standards set forth in the policies on cheating and plagiarism as defined in Chapters 2 and 5 of the Key to UB http://www.bridgeport.edu/pages/2623.asp or the appropriate graduate program handbook

E-mail correspondence

It is imperative that you check your UB e-mail on a regular basis. All written correspondence, to include IDEAL and the University will be sent to you through his e-mail. The University can no longer correspond to your personal e-mail account(s).

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.

The IDEAL Program

MGMT 340 CONFLICT AND NEGOTIATION (Please bring this syllabus with you to first class)

Semester/Term: Fall 2013 8- Week

Day: Saturday

Dates: Oct. 26, Nov. 2, 9, 16, 23, 30, Dec. 7, 14

Time: 9:00 am – 12:00 pm **Campus:** Bridgeport

Instructor: Mary M. Matera, LPC

Contact Information: **Phone:** (203) 377-7222

E-mail: mmatera@bridgeport.edu (preferred method of contact)

Course Description:

The development of conflict management and negotiating skills with particular emphasis on achieving effective and efficient outcomes within a global and increasingly complex and turbulent context. Experiential exercises, readings, self-evaluations, and discussions will demonstrate various strategies for a broad range of negotiating scenarios, e.g., buyer-seller, employer-employee, cross-national, etc.

Course Texts and Materials:

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

ISBN: 007353031X

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.

On-line Assignments: See Sessions II and III below.

Course Goals:

The development of self-confidence in managing conflict and negotiation using a variety of strategies and a variety of problems and contexts.

Course Objectives: To develop the ability to accurately diagnose a conflict situation and determine the appropriateness of specific distributive and integrative bargaining strategies. To apply learned skills to carry out the selected strategies smoothly and professionally.

Course Conduct

Because of the experiential nature of the course emphasis is placed on regular attendance and involvement at all sessions. Homework, case write-ups, etc. are to be handed in on time.

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 III, no exceptions) 15%

Final exam: (Live Negotiation Based on Personal Issue reflecting knowledge of theory, insight gained from classroom learning and readings, due Session V, 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.

Missed classes will result in a reduction of one letter grade. There will be no exceptions to this.

Letter Grading Scale:

% of Points Earned	Letter Grade
100-94	A
93-90	A-
89-87	B+
86-84	В
83-80	B-
79-77	C+

% of Points Earned	Letter Grade
76-74	С
73-70	C-
69-67	D+
66-64	D
63-60	D-
Below 60	F

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

*Case I: 500 English Sentences (mid-term) 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. No readings will be presented by more than one student.

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 bring in and discuss articles/readings, personal experiences, etc. related to awareness and effects of cultural differences in business today. Presentation of this information to class will be oral and should not exceed 3-5 minutes (length of presentation will depend on number of students in class).

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

*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.

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 individual discussion will be determined by class size and available time.

- *Journals will be discussed and collected. Journals must be typed and stapled.
- *In-class exercises/questionnaires, etc. reflecting relevant topics of negotiation will be assigned as time permits.

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 advise the instructor. Arrangements should be made at that time for additional assignments if appropriate. 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 the student earned 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.

Incomplete grade

An incomplete <u>may be</u> given, at the discretion of the instructor, to those students who fail to complete assignments due the <u>last day</u> of your course. These would include absence from a final examination or inability to complete terminal assignments (papers, presentations) due to illness, employment conflicts, etc.

Incompletes <u>will not</u> be given to a student who fails to complete any assignment during the term. At the discretion of the instructor, these assignments could be completed no later than the last scheduled day of your class.

Drop Procedures

To drop a course, you must complete and submit a Schedule Change Request Form. The form can be accessed at the following web page:

http://www.bridgeport.edu/pages/2595.asp

Starting Fall 2012

- Add and/or Drop a course after the start date.....\$30.00 per transaction

- Drop prior to the third class session......50% Tuition Refund

**Please note students <u>will not be</u> automatically dropped for missing the first class. Missing one class session will drop the final grade by one letter grade. If you have to miss the first class, or the first week of class for online classes, *you must contact your instructor* in writing before or after the first class/first week. However, a grade reduction will apply.

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 Academic Calendar to see the fees for a drop and the impact on tuition. The Academic Calendar can be found at: http://www.bridgeport.edu/pages/2595.asp

Cell Phones

Cell phones must be turned off while in the classroom. A cell phone call is disruptive and disrespectful to the other students in the class.

Academic Dishonesty

We are committed to intellectual integrity in our academic pursuits; therefore, 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 computer-programming course. He has coworkers who program in the same language as his final project. As the end of the term approaches, he wonders how he will find the time to get the project finished, and asks one of his co-workers for help. His co-worker hands him a disk with a complete program similar to the kind required for the course project. The student makes minor modifications to the program, and submits it under his own name.

Case #2: A student enrolled in a religious studies course has never taken a humanities or history course, and is unsure about how to structure a research paper. She is doing research on the World Wide Web, and comes across a paper written by a student from another university. Using her computer mouse, she copies and pastes the document 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 as well as in the library. 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 classes; 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

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://myub.bridgeport.edu/academics/academicrescenter/Pages/default.aspx The Center is located in the Wahlstrom Library, Room 506. Hours of operation are Mondays –Thursday 9am – 6pm and Fridays 9am – 1pm. 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 your grades, access library services, access online tutoring, access the computers in 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 email account you use. Following the activation of your UBNet account (takes 24 hours), login at:

<u>http://www.bridgeport.edu/email</u> and click on "forwards" at the top of the page. Follow the directions to forward email messages to your other account.

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. Information on WebAdvisor is password protected and requires you to use your UBNet username and password. To access WebAdvisor, go to:

http://www.bridgeport.edu/webadvisor

- 1. Login in with your UBNet username and password.
- 2. Click on "Student Menu."
- 3. Click on "My Grades."

If you are carrying a financial balance, access to WebAdvisor will be restricted.

Using the Library

You can access the library through the library's website: http://www.bridgeport.edu/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.

To access the online journals for research purposes, you will need a UBNet account (see above).

Using Computers

Open access computer labs are available at three campuses:

- 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/ Weather Policy

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.

Please note each campus makes weather cancellations independently. You should always check with the specific campus staff. It is best to call the campus emergency phone.

Bridgeport – 203-576-4159 Waterbury - 203-573-8501 Stamford – 203-358-0700

IMPORTANT CONTACT INFORMATION

Office	Contact	Telephone	Email
Bridgeport Campus Security		(203) 576-4911	ubsecurity@bridgeport.edu
Bursar	Robinson Hernandez	(203) 576-4692	bursar@bridgeport.edu
Cashier	Lana Mistry	(203) 576-4682	cashier@bridgeport.edu
Financial Aid		(203) 576-4568	sfs@bridgeport.eud
Registrar		(203) 576-4642	registrar@bridgeport.edu
Emergency Notification Phone		(203) 576-4159	
Distance Education Office		(203) 576-4853	ubonline@bridgeport.edu
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
Woodbridge	6 Lunar Drive Woodbridge, CT 06525	(203) 576-4800	idealinfo@bridgeport.edu
IDEAL Office		(203) 576-4800	idealinfo@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.