

University of North Texas at Dallas
FALL 2012
SYLLABUS

◀::: PACS 4050D.090 NEGOTIATION :::▶

Dallas Campus - Room 337 (DAL2)

Fall 2012 (August 29, 2012 - December 14, 2012)

Department of	Public Affairs & Community Service	Division of	
Instructor Name:	Rhonda Wilkinson-Jaynes		
Office Location:			
Office Phone:	(972) 338-1345		
Email Address:	Rhonda.Wilkinson-Jaynes@unt.edu.com		
Office Hours:	By appointment only (30 minutes before and after class)		
Virtual Office Hours:			
Classroom Location:	Dallas Campus - DAL2 337		
Class Meeting Days & Times:	Monday, August 29, 2012 - December 14, 2012 (7:00 - 9:50 pm)		
Course Catalog Description:	Introduces the fundamentals of non-litigation strategies for a variety of business, professional and personal settings. Learning and skills are developed through lecture, role playing, out-of-class assignments, case studies and negotiation simulations. Required for interdisciplinary minor in alternative dispute resolution.		
Prerequisites:			
Co-requisites:			
Required Text:	Deborah Kolb and Judith Williams. <i>Everyday Negotiation: Navigating the Hidden Agendas in Bargaining</i> . San Francisco, CA: Jossey Bass. 2003. Roger Fisher, William Ury, and Bruce Patton, <i>Getting to Yes: Negotiating Agreement Without Giving In</i> . 3rd ed., New York: Penguin Books, 2011.		
Recommended Text and References:			
Access to Learning Resources:	UNT Dallas Library: phone: (972) 780-3625; web: http://www.unt.edu/unt-dallas/library.htm UNT Dallas Bookstore: phone: (972) 780-3652; e-mail: 1012mgr@fhcg.follett.com Texas Education Agency Websites; Other ONLINE resources (TBA) TK20 http:// www.coe.unt.edu/tk20 (TBA) Student subscriptions are effective for 7 years from date of purchase)		

Course Goals or Overview:

The goal of this course is to offer students an opportunity to learn and practice concrete negotiation skills by increasing their self-awareness, self-management, social awareness, and relationship management skills. Students should gain a theoretical understanding of negotiation and learn to transfer skills from the classroom to address conflict and engage in negotiation in a professional, ethical and effective way in many varieties of circumstances.

Learning Objectives/Outcomes

At the end of this course, the student will:

1	Identify strategies and tactics of distributive (win-lose) / integrative (win-win) negotiations
2	Identify their strengths and weaknesses as a negotiator
3	Use various negotiation skills to adapt their negotiation strategy to any given situation
4	Identify ways to deal with difficult negotiators
5	Use a negotiation planning template to prepare for negotiations
6	Evaluate negotiation skills to both create value for all parties and claim fair share

Course Outline

This schedule is subject to change by the instructor. Any changes to this schedule will be communicated in class with an updated syllabus or via email.

TOPICS	TIMELINE
1. Basic negotiation methods - This segment of the course provides a background about integrative and distributive components of negotiation and exposes participants to the basics of interest-based negotiation	Sessions 1 - 3
2. Obstacles to negotiation - This segment covers several categories of negotiation obstacles, including behavioral challenges, emotional obstacles, cognitive biases, and structural challenges such as dealing with power asymmetries	Sessions 4 - 8
3. Co-managing relationships -- Relationships often are of central importance in negotiation and conflict management. This segment covers ways to understand and effectively deal with the multiplicity of relationships that might involve managers. In this segment, we will explore interpersonal relations, multi-party challenges, and dispute resolution systems design.	Session 9 - 12
4. Ethics In Negotiations	Session 13 - 14

Course Evaluation Methods

Grading is based on the final project, exercises, participation in the class help forum, tests, quizzes, and (optional) extra credit. 500 points equals a perfect grade. This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course.

Exams – *written tests designed to measure knowledge of presented course material*

Assignments – *written assignments designed to supplement and reinforce course material*

Projects – *web development assignments designed to measure ability to apply presented course material*

Class Participation – *daily attendance and participation in class discussions*

Grading Matrix:

Instrument	Value (points or percentages)	Total
Journal Submissions	3 journals (10, 15, 25 points)	50 points
Online Quizzes	2 quizzes / 50 points each	100 points
Mandatory Exercises	2 negotiations exercises (75 points each)	150 points
Class Participation/ Discussion		100 points
Final Exam/Presentation	1 Final	100 points
Total:		500 points

- **Class Participation**
The format of this class requires active and consistent participation. You will be graded on the level of your participation and on your contributions to class discussions.
- **Mandatory Exercises**
Exercises offer hands-on, take-away learning for students through self-assessment of individual skill strengths and weaknesses while simultaneously enhancing personal negotiating competencies.
- **Journal Submissions**
Each student is expected to maintain a journal describing his/her role experiences in the exercise and also reflecting on the pedagogical issues of the exercise. The student will analyze two of the cases presented in the class. The analysis should not resemble a transcript of the case details, but rather it should emphasize your own insights in the case. Reflect upon and synthesize your learning to date, consider personal application, and gather your thoughts and personal experiences through journaling.
- **Online Quizzes**
These quizzes will cover information from the books, lectures, and negotiations.
- **Final Exam/Presentation**
You will be required to make a final group presentation that examines a real-life negotiation; it may be an event a group member was personally involved in or one reported in the media. The group should allocate tasks and presentation time equally; each member should conduct 3-5 minutes of the presentation and discussion. The case should examine one or more of the course concepts in detail and may use PowerPoint slides as illustrations. The group will not need to submit a written version of the presentation, just copies of the slides.

Total points	Percent	Grade
500-450	100-90	A
449-400	89-80	B
399-350	79-70	C
349-300	69-60	D
299-0	59-0	F

University Policies and Procedures

Students with Disabilities (ADA Compliance):

The University of North Texas Dallas is on record as being committed to both the spirit and letter of federal equal opportunity legislation; reference Public Law 92-112 - The Rehabilitation Act of 1973 as amended. With the passage of new federal legislation entitled Americans with Disabilities Act (ADA), pursuant to section 504 of the Rehabilitation Act, there is renewed focus on providing this population with the same opportunities enjoyed by all citizens.

As a faculty member, I am required by law to provide "reasonable accommodations" to students with disabilities, so as not to discriminate on the basis of that disability. Student responsibility primarily rests with informing faculty of their need for accommodation and in providing authorized documentation through designated administrative channels. For more information, you may visit the Student Life Office, Suite 200, Building 2 or call 972-780-3632.

The Department of Public Affairs and Community Service is committed to full academic access for all qualified students, including those with disabilities. In keeping with this commitment and in order to facilitate equality of educational access, faculty members in the department will make reasonable accommodations for qualified students with a disability, such as appropriate adjustments to the classroom environment and the teaching, testing, or learning methodologies when doing so does not fundamentally alter the course.

If you have a disability, it is your responsibility to obtain verifying information from the Office of Student Life and to inform me of your need for an accommodation. Grades assigned before an accommodation is provided will not be changed. Information about how to obtain academic accommodations can be found in UNTD Policy 7.004, [Disability Accommodations for Students](#), and by visiting Student Life, building 2, Suite 200. 972-780-3632, studentlife@unt.edu.

Student Evaluation of Teaching Effectiveness Policy:

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. I am very interested in the feedback I get from students, as I work to continually improve my teaching. I consider the SETE to be an important part of your participation in this class.

Assignment Policy:

Make-up work will not be provided for students who miss class. However, if a student has reason to believe he/she will miss class over an extended period of time, thus prohibiting him/her from timely completing all assignments, the student is obligated to inform the instructor immediately to discuss options.

Exam Policy:

Exams should be taken as scheduled. No makeup examinations will be allowed except for documented emergencies (See Student Handbook).

Academic Integrity:

Academic integrity is a hallmark of higher education. You are expected to abide by the University's code of conduct and Academic Dishonesty policy. Any person suspected of academic dishonesty (i.e., cheating or plagiarism) will be handled in accordance with the University's policies and procedures. Refer to the Student Code of Conduct at http://www.unt.edu/csrr/student_conduct/index.html for complete provisions of this code.

Bad Weather Policy:

On those days that present severe weather and driving conditions, a decision may be made to close the campus. In case of inclement weather, call UNT Dallas Campuses main voicemail number (972) 780-3600 or search postings on the campus website www.unt.edu/dallas. Students are encouraged to update their Eagle Alert contact information, so they will receive this information automatically.

Attendance and Participation Policy:

The University attendance policy is in effect for this course. Class attendance and participation is expected because the class is designed as a shared learning experience and because essential information not in the textbook will be discussed in class. The dynamic and intensive nature of this course makes it impossible for students to make-up or

to receive credit for missed classes. Attendance and participation in all class meetings is essential to the integration of course material and your ability to demonstrate proficiency. Students are responsible to notify the instructor if they are missing class and for what reason. Students are also responsible to make up any work covered in class. It is recommended that each student coordinate with a student colleague to obtain a copy of the class notes, if they are absent.

Diversity/Tolerance Policy:

Students are encouraged to contribute their perspectives and insights to class discussions. However, offensive & inappropriate language (swearing) and remarks offensive to others of particular nationalities, ethnic groups, sexual preferences, religious groups, genders, or other ascribed statuses will not be tolerated. Disruptions which violate the Code of Student Conduct will be referred to the Center for Student Rights and Responsibilities as the instructor deems appropriate.

By its very nature, this class provides a significant amount of opportunity for students to engage one another in role-playing exercises. Students are expected to follow the role descriptions furnished with assignments, to stay in their roles, to maintain decorum and respect in all class sessions, and to further the educational experiences of all concerned. A few common courtesies are expected and will be upheld:

- No cell phone, texting or internet browsing during class periods
- No sleeping
- No talking or interrupting others when they are recognized to speak