

**COURSE CODE:** BUAD 201

**COURSE TITLE:** Conflict Resolution and Negotiation

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### **Calendar Description**

This course focuses on interpersonal communication theory and skills required to interact effectively with others, plan and conduct interviews and meetings, develop relationships with diverse clients and colleagues, resolve conflict, manage and respond to anger, and negotiate effectively in the work environment. Students will learn to approach the client relationship and the resolution of conflicts cooperatively and collaboratively (also offered by Distance Education).

**Prerequisite(s):** None

**Co-requisite(s):** None

**Prerequisite For:** None

**Substitutable Courses:** None

**Graduation Requirement:** Required - BBA, Human Resources Management option  
Elective - Diploma, Human Resources Management option

**Transfer Credit:** None

**Special Notes:** None

**Credits:** 6

**Hours per Week:** 3

**Originally Developed:** May 2002

**EDCO Approval:** June 2018

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**CHAIR'S APPROVAL:** 

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## Learning Outcomes

Outcome	Upon completion of this course students will be able to:
1	Have knowledge and skills, strategies and techniques for conflict management and negotiation.
2	Discuss the influence of emotions, perception, personality and culture on conflict and negotiation.
3	Have an ability to apply negotiation skills to bargaining situations.
4	Understand of the mediation and collaborative process and techniques.
5	Have the ability to apply communication-focused conflict management skills.
6	Have the ability to assess strategies and tactics for addressing interpersonal conflicts and bargaining situations.
7	Evaluate ethical perspectives on power, persuasion and trust within a negotiation context

## Course Objectives

Objectives	This course will cover the following content: *See Course Schedule
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## Professors

Name	Phone No.	Office	Email
Cindy Lombard (Course Captain)	778-214-0466466 (cell)	*Online- please email to book	<a href="mailto:clombard@okanagan.bc.ca">clombard@okanagan.bc.ca</a>

## Evaluation Procedure

Preparation and Participation (in activities)	20 %
Term Test	20 %
Group Negotiation	20 %
Written Critique of a Group Negotiation team (individual)	10 %
Final Exam	30 %
<b>Total</b>	<b>100 %</b>

***\*Students must receive a passing grade that is at least 50% of the weighted average of the tests and final exams in order to pass the course***

## Required Materials

**Mind and Heart of the Negotiator**, The, 7th Edition, By Leigh Thompson, Published by Pearson Copyright © 2020  
ISBN-13: 978-0133571776 ISBN-10: 013519799-6 (e-Text)

\*Earlier hardcover version may be available used

**Negotiation Fundamentals: Collaborative Problem Solving**, 11<sup>th</sup> edition, September 2021, Justice Institute  
Centre for Conflict Resolution

**Foundations of Collaborative Conflict Resolution**, 16<sup>th</sup> edition, September 2021, Justice Institute Centre for Conflict Resolution

Notes

The individual participation mark includes multiple term work components such as role playing, class activities and contribution to classroom discussions and demonstrated dedication to your own learning through class preparation.

Peer evaluations are required for all group assignments via peer appraisal form. A student may be assigned 0% based on the peer appraisal noting non-participation by a group member(s) if the professor deems this necessary.

All assignments must be delivered via the Moodle Dropbox on or before the due date. Late assignments will not be graded.

## Course Schedule

(Subject to change at the discretion of the professor)

Date		Topic	Textbook
<b>2024 Week:</b>		Monday, May 13, First day of class Friday, May 17, Last day to register for Summer Session I 2024 Wednesday, May 29, Last day to withdraw from class without academic penalty Friday, June 21, Last day of class Tuesday, June 25 – Wednesday, June 26, Final exam period for Session I	Chapter(s):
<b>1</b>	<b>May 14</b> <b>May 16</b>	<b>Distributive vs Integrative Negotiation</b>  <b>Introduction – Course Overview</b> The Nature of Negotiation and Conflict Resolution  <b>Preparing to Negotiate:</b> *Framework *Issues *Communication Skills *Agenda  <b>1. Self Assessment</b> *Beliefs *Conflict Styles  <b>BATNA</b>	<ul style="list-style-type: none"> <li>• M &amp; H, Introduction &amp; c.1</li> <li>• M &amp; H, c3.</li> <li>• M &amp; H, c.2, Intro, 4-4.4 and Chapter Capsule</li> <li>• Negotiation Fundamentals pgs 4 &amp; 5 (BATNA) 6,10 to 17 &amp; 27 to 34</li> <li>• Collaborative Skills, pages 28 to 38</li> <li>• Collaborative Skills, pages 15 &amp; 16 , 22 &amp; 23 and 44-45</li> <li>• M&amp;H, c. 2 &amp;6</li> <li>• Negotiation Fundamentals, pages 4-6</li> </ul>
<b>2</b>	<b>May 21</b> <b>May 23</b>	<ol style="list-style-type: none"> <li><b>1. Separate the People From the Problem</b></li> <li><b>2. Interests not Positions</b></li> <li><b>3.Options For Mutual Gain</b> *Communication Skills/Building Agreement</li> <li><b>4.Use Objective Criteria</b></li> <li><b>5.Clarify the Issues</b></li> </ol>	<ul style="list-style-type: none"> <li>• M&amp;H, c.2,</li> <li>• Negotiation Fundamentals,8 &amp; 9</li> <li>• Collaborative Skills, 21 to 27</li> <li>• M &amp; H, c5</li> <li>• M &amp; H, c9</li> <li>• Negotiation Fundamentals, pages 17 to 26</li> <li>• M &amp; H, c4 &amp; 9</li> <li>• Class 5 Slides</li> <li>• M &amp; H c 5 &amp; 6</li> <li>• M &amp; H, c 5 &amp; 6</li> <li>• Negotiation Fundamentals, pages 25 to 35</li> <li>• Negotiation Fundamentals pages 18 to 23</li> </ul>
<b>3</b>	<b>May 28</b> <b>May 30</b>	<b>In Class/Breakout Rooms</b> – analysis of negotiation scenes based on steps 1. To 5. Above  <b>Will be marked as part of Participation Mark</b>  <b>MIDTERM TEST REVIEW</b>	

4	<p><b>June 4</b></p> <p><b>June 6</b></p>	<p><b>Effect of Gender in Negotiation</b></p> <p><b>Agenda review for Group Negotiation</b></p>	<ul style="list-style-type: none"> <li>• Class 6 &amp; 7 Slides</li> <li>• M&amp;H, c 10</li> <li>• Collaborative Skills, pages 3 to 7, 14 &amp; 15</li> <li>• Class 7 Slides</li> <li>• M &amp; H, c 7</li> <li>• Collaborative Skills, page 14</li> </ul>	
5	<p><b>June 11</b></p> <p><b>June 13</b></p>	<p><b>Group Negotiation Presentations Groups 1 to 3</b></p> <p><b>Group Negotiation Presentations Groups 4 to 7</b></p>		<p>Presentations June 11 and 13 Group Negotiation Written Summary Due Sunday June 9</p>
6	<p><b>June 18</b></p> <p><b>June 20</b></p>	<p><b>Group Negotiation Presentations Groups 8 to 10</b></p> <p><b>Ethics</b></p> <p><b>Alternatives to Negotiation: Mediation, Arbitration &amp; Collaboration</b></p> <p><b>Final Review</b></p>	<ul style="list-style-type: none"> <li>• Class 8 Slides</li> <li>• *M &amp; H, c7</li> </ul>	<p>Self-Evaluation of Class Participation Due JUNE 6</p>
7	<p><b>TUESDAY, JUNE 25</b></p>	<p><b>FINAL EXAM</b></p>		

Note: This outline is a guideline only. It is subject to change by the Professor.

## Skills Across the Business Curriculum

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## Student Conduct and Academic Honesty

### What is the Disruption of Instructional Activities?

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### What is Cheating?

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### What is Plagiarism?

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

### What are the Students’ Responsibilities to Avoid Plagiarism?

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format [www.okanagan.bc.ca](http://www.okanagan.bc.ca). Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6<sup>th</sup> edition (2009)). A copy of the APA manual is available in the reference section and available for circulation from OC libraries. The library website has access to these two major citing styles.

### What are the Penalties for Plagiarism and Cheating?

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating, and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.