

COURSE TITLE: Conflict Resolution and Negotiation

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

Credits: 3

Hours per Week: 3

Originally Developed: May 2002

EDCO Approval: June 2018

Substitutable Courses: None

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

Transfer Credit: None

Special Notes: None

CHAIR'S APPROVAL:



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 weekly course schedule below
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Professors

Name	Phone Number	Office	Email
Nate Massey	<i>Email contact preferred</i>	K : E227	nmassey@okanagan.bc.ca

Evaluation Procedure

Participation and Preparation	20%
Chapter Quizzes	10%
Group Assignment	20%
Midterm Exam*	20%
Final Exam*	30%
Total	100%

****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***

What is the acceptable and approved use of Artificial Intelligence (AI) in this course?

Course Policy on the Use of Artificial Intelligence

Generative AI tools are not permitted unless explicitly stated otherwise

- The use of generative artificial intelligence tools is strictly prohibited in all course assignments unless explicitly stated otherwise by the instructor in this course. This includes ChatGPT and other artificial intelligence tools and programs. Whenever generative AI tools are permitted and used, they must be appropriately cited. (See [How to cite ChatGPT \(apa.org\)](#))

Required Materials

Mandatory:

Essentials Of Negotiation, 4th Edition

1260065871 · 9781260065879

By Roy J. Lewicki, Kevin Tasa, Bruce Barry, David M. Saunders

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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	
2026 Week of:	Mon, May 11 – Classes begin	Chapter(s):	
	Fri, May 15 – Last day to register for a summer session 1 course and receive a refund for course drop		
	Mon, May 18 – Statutory Holiday (no classes)		
	Fri, Jun 5 – Last day to withdraw from a session 1 course without academic penalty		
	Mon, Jun 22 – Last day of regularly scheduled classes for session 1		
	Wed, Jul 1 – Statutory Holiday (no classes)		
1	12-May	Course Introduction The Nature of Negotiation & Conflict	Ch. 1
2	14-May	Distributive and Integrative Bargaining	Ch. 2&3
3	19-May	Negotiation: Planning and Strategy	Ch. 4
4	21-May	Best Practices in Negotiations	Ch. 12
5	26-May	Midterm Exam	N/A
6	28-May	Ethics in Negotiation	Ch. 5
7	2-Jun	Alternate Disputes Models Negotiation Proposal DUE	Content on Moodle
8	4-Jun	Team Project: Group Negotiations	N/A
9	9-Jun	Perception, Cognition, and Emotion Seminar: The Experience Cube	Ch. 6
10	11-Jun	Communication Process and Outcomes Negotiation Power and Influence Analysis of Outcomes Report DUE	Ch. 7&8
11	16-Jun	Relationships in Negotiation Bigger and Better Results & Individual Participation Grade Negotiations	Ch. 9
12	18-Jun	Final Exam	

Skills Across the Business Curriculum

The Hall School of Business and Entrepreneurship 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

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.

Academic Honesty: Students have a responsibility to read the [OC Academic Integrity Policy](#).

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 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 Hall School of Business and Entrepreneurship 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, 6th 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 Hall School of Business and Entrepreneurship does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Hall School of Business and Entrepreneurship 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 Hall School of Business and Entrepreneurship 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.

Last Updated: April 7, 2025 (New Academic Integrity Policy Link)