

Seminar in Negotiation and Conflict Management

I. General Information

Course Number	HRM 654
Title	Seminar in Negotiation and Conflict Management
Units	3
Prerequisites	Graduate business standing
Course Coordinator	Dr. Josh Arnold
SCO Prepared by	Josh Arnold
Date prepared/revised	11/29/16

II. Catalog Description

An examination of various forms of opposition interactions within organizations. Focuses upon interpersonal, intragroup, and intergroup conflict by distinguishing between functional and dysfunctional conflict, identifying sources and causes of conflict, and examining alternative styles and methods of conflict management. Discussion, cases, simulations, and presentations. Letter grade only (A-F).

III. Curriculum Justifications

The purpose of this course is to understand the theory and process of negotiation as it is practiced in a variety of settings. A basic premise of this course is that while a manager needs analytical skills to discover optimal solutions to problems, a broad array of negotiation skills is needed to get these solutions accepted and implemented. The course will allow participants the opportunity to develop these skills experientially and to understand negotiation in useful analytical frameworks. Considerable emphasis will be placed on simulations and role playing. This course is aligned with the CBA learning goals of interpersonal, leadership, and team skills and management-specific learning goals.

IV. Course Objectives

Interpersonal, Leadership & Team Skills: *Students will be able to demonstrate interpersonal and leadership skills for working in a dynamic and diverse world, both independently and in a team environment.*

Students will develop their analytical abilities in understanding the behavior of individuals, groups, and organizations in competitive situations. Students will develop confidence in the negotiation process as an effective means for resolving conflict in organizations.

(Management Specific) Business functions: *Students will be able to demonstrate understanding of all business functions, practices and related theories and be able to integrate this functional knowledge in order to address business problems.*

Students will demonstrate knowledge of bargaining styles, distributive negotiation, integrative negotiation, mediation and third-party intervention, ethics, team negotiation, coalitions, group negotiation, and cross-cultural negotiation through written case analyses and discussion.

V. Outline of Subject Matter

The topic outline for the course may include the following:

- Bargaining Styles
- Distributive Negotiation
- Integrative Negotiation
- Mediation and Third-Party Intervention
- Ethics in Negotiation
- Team Negotiation
- Coalitions in Negotiation
- Cross-Cultural Negotiation
- Power in Negotiation
- Group Negotiation

VI. Methods of Instruction

- a) Instructors should use appropriate instruction methods that are consistent with the course description stated in Section II and serve the course objectives listed in Section IV of this SCO.
- b) Instructors should use appropriate text books that are consistent with the course description stated in Section II and serve the course objectives listed in Section IV of this SCO. (See the University Policy PS 79-08 on the Choice of Textbooks). The following is illustrative:
 - Getting to Yes (*Fisher, Ury, & Patton*)
 - Collection of Negotiation Readings

Instructors may use a custom book. Additional readings and cases may be selected.



VII. Instructional Policy Requirements

- a) Instructional policies should be consistent with the course description stated in Section II, and should serve the course objectives listed in section IV of this SCO.
- b) Instructors should enforce policies regarding to plagiarism, withdrawal, absences, etc., that are consistent with the University policies published in the CSULB Catalog. It is expected that every course will follow University policies on Attendance, Course Syllabi, Final Course Grades, Grading Procedures, Final Assessments, and Withdrawals. If some or all sections of the course are to be taught, in part or entirely, by distance learning in the future, the course must follow the provisions of PS 03-11, Academic Technology and the Mode of Instruction.
- c) All sections of the course will have a syllabus that includes the information required by the syllabus policy adopted by the Academic Senate. Instructors will include information on how students may make up work for excused absences. When class participation is a required part of the course, syllabi will include information on how participation is assessed.
- d) Students with disabilities are responsible for notifying their instructor as early as possible of their needs for an accommodation of a verified disability. A student with a disability is urged to consult with Disabled Student Services as soon as possible in order to identify possible accommodations to enhance academic success.