GENERAL INFORMATION AND SYLLABUS
BUSI 4300-001
Negotiation and Alternate Dispute Resolution
Spring 2024 2:30 p.m. to 3:45 pm
McGee Bldg. 477

Instructor: Dr. Judi C. Wells
Rusche College of Business/McGee Building Room 161
jwells@ssbww.law (Best)
or use D2L email

Telephone:  
Cell: 936.558.7717 (Text anytime)
Law Office: 936.559.7960

Office Hours:
Monday 3:50 p.m. - 4:50 p.m.
Wednesday 3:50 p.m. - 4:50 p.m.

Text or email me and I will find a way to meet at additional times
*Additional times may be scheduled by appointment. Please email me at jwells@ssbww.law or text me to schedule.

Course Description:
A study of negotiation theories and skills applicable to internal and external business transactions. Conflict analysis in domestic, international and cross-cultural settings will be addressed. Dispute resolution methods, resolution systems, social and ethical issues, and trends will be examined. Prerequisite: Junior standing.

Required Textbooks and Other Materials:

1. Harvard Program on Negotiation role simulation exercises (Provided in class).
2. Handouts, such as textual information, cases, articles, exercises, and forms provided during the course.
3. Highly Recommended: Large Binder or folder to organize and keep up with multiple handouts.

Program Learning Outcomes: Program learning outcomes define the knowledge, skills, and abilities students are expected to demonstrate upon completion of an academic program. These learning outcomes are regularly assessed to determine student learning and to evaluate overall program effectiveness. You may access the program learning outcomes for your major and particular courses at http://www.sfasu.edu/academics/colleges/business/welcome/faculty-resources

Learning Objectives: Upon completion of the course, the student should be able to:
1. Understand and distinguish the different theories of negotiation paradigms, including negotiation as a process, creating, maximizing, and claiming “value,” and distributive-integrative-mixed bargaining.
2. Recognize negotiation styles and techniques and acquire and apply distributive negotiation skills with emphasis on dealing with the proverbial “hard-bargainer” competitive negotiator.
3. Acquire and apply skills toward collaborative, interest-based, problem solving negotiation.
4. Compare and analyze the various processes and systems of dispute resolution for business conflict.
5. Evaluate and apply the processes of alternate dispute resolution to specific and varied business scenarios with particular focus on mediation and arbitration.
6. Understand and demonstrate how negotiation and other dispute resolution methods apply in international and cross-cultural conflict administration.
7. Identify and analyze social and ethical issues and trends in business conflict resolution.

General Course Topics:
Nature of Conflict and Diagnosis, including Personality and Conflict Style Diagnosis
Nature of Negotiation and Negotiation Styles and Models
Negotiation Strategy, Planning, and Tactics of Distributive Bargaining
Integrative Negotiation Strategy, Planning, and Tactics
Negotiation Leverage and Power
Agents, Teams, and Coalitions in Negotiation
Ethics in Negotiation
Cross-Cultural and Global Negotiation
Alternate Dispute Resolution Methods

**Time Requirements and Credit Hours:** Negotiations and Alternative Dispute Resolution (3 credit hours) typically meets two times each week (Monday & Wednesday) in seventy-five minute segments for fifteen weeks, and also meets for a two hour final examination. Students have weekly reading assignments, are expected to take regular quizzes and a final examination, have significant preparations to accomplish for the simulations, and are required to submit planning and preparation forms for the simulations. These activities average at a minimum six hours of work each week to prepare outside of classroom hours.

**EVALUATION:**
Grading in this course will be based on 440 total points. Students will be evaluated based on responses to one (1) final exams (50 points), class attendance and participation (60 points), individual and group participation in four (4) Harvard Program on Negotiation negotiation/dispute-resolution role simulation exercises and one salary negotiation simulation exercise, including document preparation and journaling assignments (300 points), responses to self-assessment exercise (10 points), and responses to planning exercise (20 points).

Examinations (50 total points): There will be one final exam during the semester. It will cover the lecture material, handout material, and any other assigned readings. It will consist of true-false, multiple-choice, and short essay/answer questions. The final exam will be “open notes” – you may use your notes and handouts from the semester and it will be taken in D2L.

Class Attendance and Participation (60 total points): *The course is interactive and attendance driven.* Pairings are made for exercises and role simulations, and a missing student means that another student does not have a partner for the exercise/role simulation. There is no way to make up a missed exercise or video presentation. All students are expected to attend class, arrive on time, and prepare for and participate in class discussions and exercises. Assessment includes attendance, participation in exercises, simulations and written assignments, videos, preparedness, and extent and relevance of interaction/comments/questions/answers. Attendance will be taken for every class. More than 2 unexcused absences during the semester will result in a deduction of 5 points for each additional unexcused absence. **More than six absences will result in 0 participation points.** Any student who misses a class (for any reason) remains responsible for contacting other students and the instructor to obtain class notes, handouts, etc. If a student is absent (for any reason) on a date when an assigned writing is due to be submitted, the student remains responsible to make arrangements to submit the written work on time. **An absence when the student is to participate in a role simulation exercise will result in loss of points in this attendance/participation category AND in the role simulation category (for the four Harvard PON exercises).** [Note: there is no way to make up the points for a missed role simulation.]

Negotiation/ADR Simulation Exercises (300 total points): The majority of the final grade will be based on the student’s participation in four (4) Harvard Program on Negotiation role simulations and a salary negotiation exercise. **Simulation materials are confidential and are not to be shared with other class members before the simulation.** Prior to each exercise, each student will complete a preparation sheet to be delivered to the instructor in person or D2L before the exercise. After each exercise, each student will complete a brief written report on the session, which must be turned in to the instructor at the beginning of the next class session following the exercise, along with any other requested documentation related to the exercise. There will be a debriefing session in which students may disclose secret information and instructions and will be expected to share information about the preparation, conduct, outcome, and evaluation of the exercise.

The criteria for assessing points on the exercises will be (1) the results of the exercise (e.g., whether an agreement or decision was reached and the terms, or if no agreement or decision was reached [which does happen and which you may feel is the best result], then the analysis of why the impasse occurred); (2) thoughtfulness and thoroughness of preparation reflected in the preparation sheet; (3) how situations, issues, techniques, and tactics arose in the exercise and were identified, analyzed, dealt with, together with the student’s reflection on and evaluation of
his/her activities in the exercise in terms of application of course concepts, skills, and learning objectives – reflected in the post-exercise report; and (4) a required confidential evaluation (for and maintained by the instructor only) by each student of the other participant(s) in each exercise.

**Course Evaluation (5 bonus points):** Students will receive five (5) bonus points for completing the Course Evaluation through mySFA at the end of the semester. This is optional, but I do encourage and appreciate your feedback. I review all results and comments. Your feedback is helpful as I strive to make this study beneficial to SFASU students.

**OTHER RELEVANT INFORMATION:**

1. **Grading:** Grades will be determined on the following scale, based on percentage ration of student’s total accumulated points to the total possible (660) points for the course. Decimals are rounded up to the nearest whole number for determining the final grade. For example, 0.795 or 79.5% = 80% and would be a B letter grade; 0.788 or 78.8% = 79% and would be a C letter grade.

   **Scale:**
   - 90.0 - 100% = A
   - 80.0 - 89.9% = B
   - 70.0 - 79.9% = C
   - 60.0 - 69.9% = D
   - Below 60.0% = F

2. **Conduct:** Courtesy and civility to colleagues and the instructor are expected. Repeatedly disrupting the class for any reason, including but not limited to repeated tardiness, or a negative, rude, unreasonably argumentation attitude in class, or inattentiveness in class (including persistent or loud yawning, head down on desk, sleeping), or the use of foul or abusive language (including insults, slurs, profanity and slang) generally or towards any person will not be tolerated, and I reserve the right to lower any student’s final grade one full letter grade (i.e., from A to B, B to C, or C to D, etc.) for such behavior. Repeated inappropriate behavior will result in an F. Seriously, I have zero tolerance for rude, crude, lewd, or harassing behavior. We can debate and disagree passionately, but we will do it with class.

3. **Food and tobacco products are prohibited in class.**

4. **Late Instructor:** I will make every effort to be in the classroom when the class is scheduled to begin. Students will be advised ahead of time, if at all possible, in the very rare event that class is not going to be held. Students are expected to wait fifteen (15) minutes for the instructor before leaving class in the event I am not there at the time class is scheduled to begin.

5. **Tape Recording:** Taping of lectures is permitted. However, you may not tape record any information or class discussion when a graded test is being reviewed.
6. **NEVER take an exam or graded exam out of the classroom. Doing so WILL result in an automatic zero (0) on the exam.** Two violations of this rule will result in an F letter grade for the course.

7. I reserve the right to give unannounced tests (pop quizzes) amounting to as much as 10 points each. Missed tests for **university-excused** absences will be made up before the next class period or the student missing the test will receive a point value of zero. It is the student’s responsibility to make arrangements to take the missed tests. Unannounced test points are added to the total possible point accumulation for the course.

8. **Medical and Other Serious Problems:** Please take time and make the effort to advise me if you have difficulties which require my attention to properly evaluate your classroom participation and activities.

9. Attentiveness, diligence and perseverance will serve you well in your higher education and in the future. **Plan ahead and keep up.** This course covers a lot of material in a short period of time and requires your best efforts in order to do well. Please do NOT believe that you can read all the materials and cram for an exam in a one night session.

10. This course on negotiations is considered a legal studies course. The study of law can be voluminous and tedious, but it can also be interesting and even a little fun. In this course, you will not be simply memorizing rules, you will be learning the rules and strategies and analyzing fact situations to determine how the rules and strategies should be applied. You will be required to think, plan, implement plans and change plans as necessary – just as if you were working out in the real world.

11. **General Student Policies:** The following policies apply to all students enrolled in courses at Stephen F. Austin State University.

**Artificial Intelligence (AI):** Use of any artificial intelligence (AI) software or tool, such as ChatGPT, to complete any assignment, including but not limited to any exams, research projects, or written work produced for the class, is considered a violation of the Academic Dishonesty Policy and will be treated by the instructor as such.

The Code of Student Conduct and Academic Integrity outlines the prohibited conduct by any student enrolled in a course at SFA. It is the responsibility of all members of all faculty, staff, and students to adhere to and uphold this policy.

Articles IV, VI, and VII of the new Code of Student Conduct and Academic Integrity outline the violations and procedures concerning academic conduct, including cheating, plagiarism, collusion, and misrepresentation. Cheating includes, but is not limited to: (1) Copying from the test paper (or other assignment) of another student, (2) Possession and/or use during a test of materials that are not authorized by the person giving the test, (3) Using, obtaining, or attempting to obtain by any means the whole or any part of a non-administered test, test key, homework solution, or computer program, or using a test that has been administered in prior classes or semesters without permission of the Faculty member, (4) Substituting for another person, or permitting another person to substitute for one’s self, to take a test, (5) Falsifying research data, laboratory reports, and/or other records or academic work offered for credit, (6) Using any sort of unauthorized resources or technology in completion of educational activities.

Plagiarism is the appropriation of material that is attributable in whole or in part to another source or the use of one’s own previous work in another context without citing that it was used previously, without any indication of the original source, including words, ideas, illustrations, structure, computer code, and other expression or media, and presenting that material as one’s own academic work being offered for credit or in conjunction with a program course or degree requirements.

Collusion is the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any provision of the rules on academic dishonesty, including disclosing and/or distributing the contents of an exam.

Misrepresentation is providing false grades or résumés; providing false or misleading information in an effort to receive a postponement or an extension on a test, quiz, or other assignment for the purpose of obtaining an academic or financial benefit for oneself or another individual or to injure another student academically or financially. For additional information, go to [https://www.sfasu.edu/docs/hops/04-106.pdf](https://www.sfasu.edu/docs/hops/04-106.pdf).
**Withheld Grades Semester Grades (HOP policy 02-206)**

Ordinarily, at the discretion of the instructor of record and with the approval of the academic chair/director, a grade of WH will be assigned only if the student cannot complete the coursework because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F. If students register for the same course in future terms the WH will automatically become an F and will be counted as a repeated course to compute the grade point average. For additional information, go to [https://www.sfasu.edu/docs/hops/02-206.pdf](https://www.sfasu.edu/docs/hops/02-206.pdf).

**Students with Disabilities**

To obtain disability-related accommodations, alternate formats, and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 468-3004 / 468-1004 (TDD) as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services promptly may delay your accommodations. For additional information, go to [sfasu.edu/disabilityservices](https://sfasu.edu/disabilityservices).

**Student Wellness and Well-Being**

SFA values students’ overall well-being, mental health and the role it plays in academic and overall student success. Students may experience stressors that can impact both their academic experience and their personal well-being. These may include academic pressure and challenges associated with relationships, emotional well-being, alcohol and other drugs, identities, finances, etc.

If you are experiencing concerns, seeking help, SFA provides a variety of resources to support students’ mental health and wellness. Many of these resources are free, and all of them are confidential.

**On-campus Resources:**

**The Dean of Students Office** (Rusk Building, 3rd floor lobby)

[sfasu.edu/deanofstudents](https://sfasu.edu/deanofstudents)

936.468.7249

dos@sfasu.edu

**SFA Human Services Counseling Clinic** Human Services, Room 202

[sfasu.edu/humanservices/clinics-labs/counseling-clinic](https://sfasu.edu/humanservices/clinics-labs/counseling-clinic)

936.468.1041

**The Health and Wellness Hub** “The Hub”

Location: corner of E. College and Raguet St.

To support the health and well-being of every Lumberjack, the Health and Wellness Hub offers comprehensive services that treat the whole person – mind, body and spirit. Services include:

- Health Services
- Counseling Services
- Student Outreach and Support
- Food Pantry
- Wellness Coaching
- Alcohol and Other Drug Education

[sfasu.edu/thehub](https://sfasu.edu/thehub)

936.468.4008

[thehub@sfasu.edu](mailto:thehub@sfasu.edu)
Crisis Resources:
• Burke 24-hour crisis line: 1.800.392.8343
• National Suicide Crisis Prevention: 9-8-8
• Suicide Prevention Lifeline: 1.800.273.TALK (8255)
• johCrisis Text Line: Text HELLO to 741-741

Please see attached tentative class schedule for important dates and assignments.

“Not everything that counts can be counted; and not everything that can be counted counts.”

Albert Einstein
<table>
<thead>
<tr>
<th>Date</th>
<th>Session</th>
<th>Topic</th>
<th>Resources/References</th>
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</thead>
<tbody>
<tr>
<td>January 22 Monday</td>
<td>1</td>
<td>Introduction Course Syllabus/Class Schedule</td>
<td>Two Party – Single Issue (The Problem of the Fax)</td>
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<tr>
<td>January 24 Wednesday</td>
<td>2</td>
<td>Discuss Homework Assignment: Self-Assessment: Personality/Conflict Style Lecture: The Nature of Negotiation</td>
<td>Handouts</td>
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<tr>
<td>January 29 Monday</td>
<td>3</td>
<td>Lecture: Distributive Bargaining</td>
<td>Self-Assessment/Conflict Style Due (10 points)</td>
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<tr>
<td>February 5 Monday</td>
<td>5</td>
<td>Lecture: Strategy and Planning</td>
<td></td>
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<td>February 7 Wednesday</td>
<td>6</td>
<td>Lecture: Negotiation Exercise</td>
<td>Strategy and Planning Handout Two Party – Commercial Sale Two Party – Commercial Lease</td>
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<tr>
<td>February 12 Monday</td>
<td>7</td>
<td>Lecture: Negotiation Exercise</td>
<td>Planning Exercise</td>
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<td>February 14 Wednesday</td>
<td>8</td>
<td>Lecture: Ethics Lecture: Negotiation Exercise Role Preparation</td>
<td>Planning Exercise Forms Due (20 Points) Handouts</td>
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<tr>
<td>February 19 Monday</td>
<td>9</td>
<td>Lecture: Negotiation Role Simulation</td>
<td>The Matter of Arthur Hangtough (40 points)</td>
</tr>
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<td>February 21 Wednesday</td>
<td>10</td>
<td>Lecture: Perception, Cognition, Emotion</td>
<td>Hangtough Plan/Eval Forms Due</td>
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<tr>
<td>February 26 Monday</td>
<td>11</td>
<td>Lecture: Communication Lecture: Negotiation Exercise</td>
<td>Handouts</td>
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<tr>
<td>February 28 Wednesday</td>
<td>12</td>
<td>Lecture: Finding and Using Negotiation Power</td>
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<tr>
<td>March 4 Monday</td>
<td>13</td>
<td>Negotiation Demonstration Video</td>
<td>Stanford Guide to Negotiating: The Sluggers Come Home... Stanford University Media Video</td>
</tr>
<tr>
<td>March 6 Wednesday</td>
<td>14</td>
<td>Negotiation Role Simulation</td>
<td>Sally Soprano (60 points)</td>
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<tr>
<td>March 11 – 15</td>
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<td>SPRING BREAK</td>
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<tr>
<td>March 18 Monday</td>
<td>15</td>
<td>Negotiation Role Simulation</td>
<td>Soprano Plan/Eval forms Due Salary Negotiation (60 points)</td>
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<tr>
<td>March 20 Wednesday</td>
<td>16</td>
<td>Lecture: Relationships; Multiple Teams</td>
<td>Salary Plan/Eval Forms Due</td>
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<tr>
<td>March 25 Monday</td>
<td>17</td>
<td>Negotiations Exercise</td>
<td>Group Dynamics Handouts</td>
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<td>March 27 Wednesday</td>
<td>18</td>
<td>Lecture: Negotiation Role Simulation</td>
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<tr>
<td>April 1 Monday</td>
<td>19</td>
<td>Lecture: Negotiation Role Simulation</td>
<td>Bunyan Construction (60 points)</td>
</tr>
<tr>
<td>April 3 Wednesday</td>
<td>20</td>
<td>Lecture: International and Cross-Cultural Negotiation</td>
<td>Bunyan Plan/Eval forms Due</td>
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<tr>
<td>April 8 Monday</td>
<td>21</td>
<td>Lecture: Alternative Dispute Resolution</td>
<td>Handouts</td>
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<tr>
<td>Date</td>
<td>Day</td>
<td>Event Description</td>
<td>Notes</td>
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<tr>
<td>April 10</td>
<td>Wednesday</td>
<td>Mediation Demonstration</td>
<td>Mediators at Work – Breach of Warranty – Harvard Program on Negotiation Video</td>
</tr>
<tr>
<td>April 15</td>
<td>Monday</td>
<td>Arbitration Demonstration</td>
<td>Arbitration of a Commercial Dispute – American Arbitration Association Video</td>
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<tr>
<td>April 17</td>
<td>Wednesday</td>
<td>Role Simulation Preparation</td>
<td>Handouts</td>
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<tr>
<td>April 22</td>
<td>Monday</td>
<td>Negotiation Role Simulation - Arbitration</td>
<td>Tucker Graphics (80 points)</td>
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<tr>
<td>April 24</td>
<td>Wednesday</td>
<td>Negotiation Role Simulation - Mediation</td>
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<tr>
<td>April 29</td>
<td>Monday</td>
<td>Zoom Class – Wrap Up and Review</td>
<td>Tucker Graphics Plan/Eval Forms Due in D2L</td>
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<tr>
<td>May 1</td>
<td>Wednesday</td>
<td>Zoom Class – If Needed</td>
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<tr>
<td>Final Exam:</td>
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<td>Final Exam</td>
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<tr>
<td>Friday, May 10</td>
<td>8 am to 10 am</td>
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