GENERAL INFORMATION AND SYLLABUS
BUSI 5357-720 Negotiation and Dispute Resolution
Spring 2024
TR 6:45 p.m. – 9:15 p.m.
Room: McGee Business Building, 167

Instructor: Dr. Justin R. Blount
Nelson Rusche College of Business/McGee Building 229K
Tel: (936) 468-3103 Department
(936) 468-1785 Office
Email: blountjr@sfasu.edu

Office Hours:

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<tr>
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<th>Office Hours</th>
<th>Class Hours</th>
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<tr>
<td>Monday</td>
<td>1:00 p.m. – 3:00 p.m.</td>
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<td>Tuesday</td>
<td>9:00 a.m. – 11:00 a.m. 2:00 p.m. – 3:45 p.m.</td>
<td>12:30 p.m. – 1:45 p.m.</td>
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<td>Wednesday</td>
<td>9:00 a.m. – 11:00 a.m. (online) 2:30 p.m. – 3:45 p.m.</td>
<td>1:00 p.m. – 2:15 p.m.</td>
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<td>Thursday</td>
<td>10:00 a.m. – 11:00 a.m. (online)</td>
<td>12:30 p.m. – 1:45 p.m. 6:45 p.m. – 9:15 p.m.</td>
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<td>Friday</td>
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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.

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/cob/grad-plo.asp](http://www.sfasu.edu/cob/grad-plo.asp)

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 and maximizing “value”, and distributive-integrative-mixed bargaining.
2. Recognize negotiation styles and techniques and acquire and apply skills toward collaborative, interest-based negotiation problem solving.
3. Identify and diagnose the multitude and sources of conflict in the business environment and evaluate conflict as constructive or destructive.
4. Compare and analyze the various mechanisms of dispute resolution for business conflict.
5. Evaluate and apply each of the processes of alternate dispute resolution to specific and varied business scenarios.
6. Understand and demonstrate how the dispute resolution methods apply in international and cross-cultural conflict administration.
7. Identify and analyze social and ethical issues in conflict resolution.
8. Design and implement dispute resolution systems to effectively address internal and external conflicts that arise in business planning and operations.
Required Textbooks and Other Materials:
(1) Fisher & Ury, Getting to Yes (provided by instructor)
(2) Harvard Program on Negotiation role simulation exercises and Harvard Business Case Exercise
(3) Handouts, such as text information, cases, articles, and forms will be provided during the course.

Topics/Components:
Class sessions will be a combination of lecture, discussion, role simulation, and work-session activities incident to these major topics: (See Class Schedule for Details)
Nature of Conflict and Diagnosis, including Personality and Conflict Style Diagnosis
Nature of Negotiation
Negotiation Styles and Models
Negotiation Strategy, Planning, and Tactics of Distributive Bargaining
Integrative Negotiation Strategy, Planning, and Tactics
Negotiation Leverage and Power and Influence
Agents, Teams, and Coalitions in Negotiation
Ethics in Negotiation
Cross-Cultural and Global Negotiation
Alternate Dispute Resolution Methods
ADR Systems and Design in Business

Evaluation: Grading in this course will be based on 1,000 total points. Students will be evaluated based on class attendance and participation in negotiation exercises (350 points), two planning documents related to negotiation exercises (100 points), and written case analyses (550 points).

Class Attendance and Participation (350 Total Points): This is a skills course in addition to a scholarly study. Because development of a skill requires practice, attendance will be taken for every class. Class participation is essential. Every class session includes a skill set assignment. You should not take this course if you cannot commit to timely and full attendance and participation in every class. Each student is expected to arrive on time, be prepared for class, and actively participate. The student should make the effort to advise the instructor of medical or other difficulties that require instructor attention to properly evaluate attendance, classroom participation, exams, and written assignments, and it is entirely in the instructor’s discretion as to what absences constitute a sufficient emergency to be excused. NOTE: Normal workplace events are not valid excuses for lack of attendance. As a graduate student, you are required to make sure that your work schedule accommodates the time set for this course. If your work schedule conflicts with this class time, you should drop this course.

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. [Note: there is no way to make up the points for a missed role simulation, video, exercise, or case study, and points are lost in this category if you miss, which can add up to significant point losses.]

Per Policy Number 04-110 (Institutional Absences), participation in the negotiation exercises in this course are considered “Collaborative Learning Activities,” which are activities that “require the participation with other students during class time, such as labs, class discussions, and rehearsals. By their nature, some collaborative learning activities may not be possible to make up.” Because these Collaborative Learning Activities cannot be made up, if you miss class, even if for a University Excused Institutional Absence, you will not be able to make up that negotiation exercise and will lose points.

ANY STUDENT THAT HAS MORE THAN 3 ABSENCES WILL AUTOMATICALLY RECEIVE A FAILING GRADE FOR THESE CLASS ATTENDANCE AND
PARTICIPATION POINTS BECAUSE THERE IS NO WAY TO MAKE UP THE
NEGOTIATION EXERCISES IN THIS COURSE AND RECEIVE THE FULL
PRACTICAL EXPERIENCE THE COURSE IS DESIGNED TO GIVE.

ZOOM Attendance: This course is conducted in a format that allows for attendance either in
person or via ZOOM teleconference software, which you have free access to as an SFA student. I
highly encourage you to attend in person if at all possible because the negotiation exercises will
likely be more beneficial to you if done in person. However, the course is designed that you can
participate in the exercises via ZOOM as well. NOTE: If you elect to attend via ZOOM, you
must do so when you are in an environment that allows you to fully participate in the class
in a professional manner. If you attend via ZOOM, you are still required to participate in
all negotiation exercises just like every other student, you will just be doing so via ZOOM. If
you try to attend via ZOOM while you are in an environment that does not allow for full,
professional participation, is distracting to the other students, or is unsafe (for example,
while operating a car) I will log you out of the class and count you absent. Additionally, it is
your responsibility to know how to use ZOOM to access the class. I will not be providing
you with instructions on how to use ZOOM.

Negotiation Role Simulation Planning Documents: (100 Total Points) Planning is one of the
most important things to do to be successful in a negotiation. You will complete two planning
documents related to negotiation simulation exercises completed in class. Individual instructions
for each assignment will be provided to you in class.

Case Analyses (550 points) – You will be required to write three (3) written case analyses,
including a final case in lieu of a final exam. Specific instructions for these assignments will be
provided with each case. The quality of writing and analysis is expected to be professional and
of very high quality given that you are graduate students, as noted in the document I have
provided you related to MBA Student and Faculty Expectations.

Guidelines for All Written Work in Class – for all writing assignments in this class (case
evaluations as well as deliverables related to negotiation role simulations) your work is expected
to be of professional quality that you would be proud to turn in to your employer. This means, at
a minimum, the following:

- I expect correct use of the English language. This includes grammar. This means all
  work must be punctuated properly, use complete sentences, paragraph breaks, and
  subject/verb agreement. I do not expect perfection – no one is perfect. I do expect a
  reasonable, professional level of editing and writing.
- I expect you to edit thoroughly. What you submit to me should never look like a first
draft. It should look like a complete, edited piece of work. After you have written your
  paper, you need to go through the paper to edit out mistakes and make sure the paper is
  organized well so it conveys the meaning to the reader that you intend.
- As a graduate student, I expect you to be familiar with basic professional style writing.
  Get to the point, quickly. Use active voice. Prioritize using short, declarative sentences
  over long sentences. Organize your writing so you are making points clearly and in a
  logical order. Organization is critical to conveying meaning to your reader and is often
  overlooked when writing. Think about the order in which you are presenting ideas such
  that your ideas build to a logical conclusion. Think about the use of headings, sub-
  headings, numbered lists, or bullet points to make your paper more readable. The point
of professional business writing is to make it as easy as possible for your reader to understand your point. **Always think about your reader and the idea you are trying to convey to them when you are writing.** Use data, logic, and critical thinking to support your points.

- Your document should be formatted professionally. **In this class, every document you submit to me should be in Times New Roman, 12 point font. It should be single spaced, with the spacing set to 0pt between lines. You should have double spacing (one hard return) between paragraphs.** If you don’t understand these formatting requirements, you can use this syllabus as a reference, as it is formatted to these standards. If you don’t know how to set Microsoft Word to these formatting requirements, look it up online. There are several tutorials you can easily find that will show you how.

- **For this class, everything you submit to me must be in a Microsoft Word format (.doc or .rtf file extension).** You have access to a free version of Microsoft Word as a student which you can access through your MY SFA. If you submit a document to me that is not in a Microsoft Word file format you will either receive a substantial deduction or a zero for a late assignment. This means that you cannot submit assignments to me in Google Docs, Apple Pages, or Adobe .pdf files.

- **Everything you submit to me must be submitted on time, via D2L dropbox. I do not accept late work under any circumstance!**

- **Any paper that you submit to me that does not meet the criteria of being professional written, well edited, and properly formatted will be automatically returned to you, ungraded, and with a 20% deduction to your grade. You will be given 5 days to edit your paper and resubmit it to me. If your paper still does not meet these basic criteria, you will receive a 0 on the assignment. For the final case assignment, you will not be given an option to edit and resubmit your assignment to me, and you will just receive a substantial deduction to your grade for not meeting these writing criteria.**

**Grading:** Grades will be determined on the following scale, based on percentage ratio of student’s total accumulated points to the total possible (1,000) points for the course. Decimals points of .5 and over are rounded up to the nearest whole number for determining the final grade (e.g., .795 or 79.5%=80% and would be a B letter grade; .788 or 78.8%=79% and would be a C letter grade).

Scale:  
90-100%=A  
80-89%= B  
70-79%= C  
60-69%= D  
Below 60%=F

**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.

**Unannounced Tests (Pop Quizzes)** - I reserve the right to give unannounced tests (pop quizzes).
Late Work: I do not accept late work. Everything in the class will be due at a specific date/time, and must be turned in by that date and time and in the method required. Any work that is not handed in on time and pursuant to the instructions given for that assignment will receive a zero.

Student Conduct (University Policy 10.4):

Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program (see the full Student Conduct Code at http://www.sfasu.edu/policies/student-conduct-code.pdf). Unacceptable or disruptive behavior will not be tolerated. Students who disrupt the learning environment may be asked to leave class and may be subject to judicial, academic, or other penalties. This prohibition applies to all instructional forums, including electronic, classroom, labs, discussion groups, field trips, etc. The instructor shall have full discretion over what behavior is appropriate/ inappropriate in the classroom. Students who do not attend class regularly or who perform poorly on class projects/exams may be referred to the iCare Early Alert Program. This program provides students with recommendations for resources or other assistance that is available to help SFA students succeed.

Student Academic Dishonesty (4.1):

Abiding by university policy on academic integrity is a responsibility of all university faculty and students.

Definition of Academic Dishonesty
Academic dishonesty includes both cheating and plagiarism. Cheating includes, but is not limited to (1) using or attempting to use unauthorized materials on any assignment or exam; (2) falsifying or inventing of any information, including citations, on an assigned exercise; and/or (3) helping or attempting to help another in an act of cheating or plagiarism. Plagiarism is presenting the words or ideas of another person as if they were one’s own. Examples of plagiarism include, but are not limited to (1) submitting an assignment as if it were one’s own work when is at least partly the work of another person; (2) submitting a work that has been purchased or otherwise obtained from the Internet or another source; and/or (3) incorporating the words or ideas of an author into one’s paper without giving the author credit. Penalties may include, but are not limited to reprimand, no credit for the assignment or exam, re-submission of the work, make-up exam, failure of the course, or expulsion from the university. Please read the complete policy at http://www.sfasu.edu/policies/student_academic_dishonesty.pdf

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 in the class, is considered a violation of the Academic Dishonesty policy and will be treated by the instructor as such.

Course Grades (University Policy 5.5):

At the discretion of the instructor of record and with the approval of the academic unit head, a grade of WH will be assigned only if the student cannot complete the course work 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, except as allowed through policy related to active military service. If students register for the same course in future semesters, the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average. Please refer to the complete policy at http://www.sfasu.edu/policies/course-grades.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), Room 325 in the Human Services Building, 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 in a timely manner may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.

BUSI 5357-001 Negotiation and Dispute Resolution
Spring 2024
Class Schedule

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<th>Day</th>
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<th>Resources/References</th>
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<td>Jan. 18</td>
<td>Thur.</td>
<td>Introduction The Nature of Negotiation – some basic terminology</td>
<td>Instructor and Course/Syllabus/Class Schedule</td>
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<td>Distributive Bargaining v. Integrative Negotiation</td>
<td>Getting to Yes – Don’t bargain over positions</td>
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<td>Negotiation Exercise</td>
<td>Prius Purchase</td>
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<td>GE International Contract</td>
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<td>Jan. 25</td>
<td>Thur.</td>
<td>Integrative Negotiation The Planning Process</td>
<td>Getting to Yes – Separate the People from the Problem and Focus on Interests, Not Positions</td>
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<td>Negotiation Exercise</td>
<td>Blount’s Oklahoma Fried Chicken Labor Negotiation</td>
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<td>Negotiation Exercise</td>
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<td>Negotiation Exercise</td>
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<td>Feb. 8</td>
<td>Thur.</td>
<td>Inventing Options for Mutual Gain/Practicing more Complex Negotiations</td>
<td>Bakra Beverage Negotiation</td>
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<td>Negotiation on Behalf of a Constituency</td>
<td>Teacher’s Union Negotiation</td>
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<td>Negotiation Role Simulation</td>
<td>Panda case due via D2L Dropbox – due Sun. Feb. 12 @ 11:59 p.m. 150 points.</td>
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<tr>
<td>Feb. 15</td>
<td>Thur.</td>
<td>Inventing Options for Mutual Gain/Practicing more Complex Negotiations</td>
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<td>Date</td>
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<td>Event Description</td>
<td>Assignment/Note</td>
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<td><strong>Negotiation Exercise</strong></td>
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<td>Feb. 29</td>
<td>Thur.</td>
<td>Managing Negotiation Impasses and Difficult Negotiations: <strong>Negotiation Role Simulation</strong></td>
<td>Flagship Airways Negotiation</td>
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<td>Mar. 7</td>
<td>Thur.</td>
<td>International Cross-Cultural Negotiation: <strong>Negotiation Exercise</strong></td>
<td>Journey to Sharahad Smitherneen Employee Negotiation</td>
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<td>Mar. 21</td>
<td>Thur.</td>
<td>Managing Difficult Negotiations: <strong>Negotiation Exercise</strong></td>
<td>Oil Pricing Exercise</td>
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<td>Mar. 28</td>
<td>Thur.</td>
<td>Managing Difficult Negotiations: <strong>Negotiation Exercise</strong></td>
<td>Tucker Graphics Google in China case due via D2L Dropbox – Sunday, Mar. 26 @ 11:59 p.m. 150 points</td>
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<td>Apr. 4</td>
<td>Thur.</td>
<td>Leadership/Consensus Building/Coalition Building: <strong>Negotiation Exercise</strong></td>
<td>NASA Moon Exercise Coaliton Building Exercise</td>
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<td>Apr. 11</td>
<td>Thur.</td>
<td>Consensus Building/Coalition Building: <strong>Negotiation Exercise</strong></td>
<td>Newtowne Hospital</td>
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<td>Apr. 18</td>
<td>Thur.</td>
<td><strong>Negotiation Exercise</strong></td>
<td>Foreign Direct Investment in Mandoa</td>
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<td>Apr. 25</td>
<td>Thur.</td>
<td>Multi-Party, Multi-Issue Negotiation: <strong>Negotiation Exercise</strong></td>
<td>Harborco H.O.</td>
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<td>May 2</td>
<td>Thur.</td>
<td><strong>Negotiation Exercises</strong></td>
<td>Catch up on missed exercises</td>
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<tr>
<td>May 5</td>
<td>Sun.</td>
<td>Final Case Due – Fiji Water</td>
<td>Fiji Water Case due via D2L dropbox @ 11:59 p.m. 250 points</td>
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