GENERAL INFORMATION AND SYLLABUS
BUSI 5375-500 Independent Study - Negotiation and Dispute Resolution
Summer 2024

Instructor: Dr. Justin R. Blount
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Office Hours:

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<th>Office Hours (all office hours online)</th>
<th>Class Hours (all online)</th>
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<td>Tuesday</td>
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<td>Wednesday</td>
<td>9:00 a.m. – 11:00 a.m. 1:00 p.m. – 3:00 p.m.</td>
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<td>Thursday</td>
<td>9:00 a.m. – 11:00 a.m. 1:00 p.m. – 3:00 p.m.</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
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. Student 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, participation is essential. The course schedule provides a tentative schedule of the negotiation exercises we will do together, which may be subject to adjustment throughout the summer.

**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, subheadings, 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 professionally 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](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](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](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/](http://www.sfasu.edu/disabilityservices/).

**BUSI 5375-500 Negotiation and Dispute Resolution**

**Summer 2024**

**Class Schedule**

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<th>Component/Topic</th>
<th>Resources/References</th>
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<tr>
<td>Week 1 (June 3-7)</td>
<td>Tues.</td>
<td>Introduction&lt;br&gt;The Nature of Negotiation – some basic terminology&lt;br&gt;Distributive Bargaining v. Integrative Negotiation&lt;br&gt;Negotiation Exercise</td>
<td>Instructor and Course/Syllabus/Class Schedule&lt;br&gt;Getting to Yes – Don’t bargain over positions&lt;br&gt;Blount’s Oklahoma Fried Chicken</td>
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<td>Week 2 (June 10-14)</td>
<td>Tues.</td>
<td>Integrative Negotiation&lt;br&gt;The Planning Process&lt;br&gt;Negotiation Exercise</td>
<td>Getting to Yes – Separate the People from the Problem and Focus on Interests, Not Positions&lt;br&gt;Bakra Beverage</td>
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<td>Week 4 (June 24-28)</td>
<td>Tues.</td>
<td>Inventing Options for Mutual Gain/Practicing more Complex Negotiations&lt;br&gt;Negotiation on Behalf of a Constituency</td>
<td><strong>Labor Negotiation; First planning document due – 8:00 a.m., Thursday, June 20 via D2L Dropbox.</strong></td>
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<td>Week 5 (July 1-5)</td>
<td>Negotiation Exercise</td>
<td>Smithereen Employee Negotiation Recommended completion date for Panda case 150 points.</td>
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<td>Week 6 (July 8-12)</td>
<td>Off, finals week</td>
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<td>Week 7 (July 15-19)</td>
<td>Dr. Blount out, work on case</td>
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<td>Week 8 (July 22-26)</td>
<td>Tues. Negotiation Exercise</td>
<td>Aerospace Investment, Second planning document due – 8:00 a.m., Tuesday, July 16 via DL Dropbox. Recommended Completion date for Google in China case 150 points.</td>
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<td>Aug. 5</td>
<td>Wed. All Cases Due</td>
<td>Teacher’s Union Negotiation Final due date for Panda Case and Google in China Case, Recommended and Final due date for Fiji Water Case (250 points). All cases due via D2L Dropbox @ 11:59 p.m.</td>
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