



Business Administration

Course Number:	BUAD 201
Course Title:	CONFLICT RESOLUTION AND NEGOTIATION
Credits:	3
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. <i>(also offered by Distance Education)</i>
Semester and Year:	Fall 2015
Prerequisite(s):	No
Corequisite(s):	No
Prerequisite to:	No
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	Required - BBA, Human Resources Management option Elective - Diploma, Human Resources Management option
Substitutable Courses:	No
Transfer Credit:	No
Special Notes:	
Development Date:	
Revision Date:	December 2011
Chair's Approval:	

Professors

Name	Phone number	Office	Email
Roger Wheeler	762-5445 #4226	Kelowna: C119	rwheeler@okanagan.bc.ca

Learning Outcomes

Upon completion of this course students will be able to

- differentiate integrative and distributive strategies and techniques to conflict management and negotiation.
- discuss the influence of emotions, perception, personality and culture on conflict and negotiation.
- apply negotiation skills to bargaining situations.
- discover the mediation process and techniques.
- apply selected communication-focused conflict management skills.
- assess strategies and tactics for addressing interpersonal conflicts and bargaining situations.
- compare ethical perspectives on power, persuasion and trust within a negotiation context.

Course Objectives

Evaluation

Preparation and Participation	20%
Term Test	10%
Negotiation Assignment	20%
Group Case Analysis	20%
Final Exam*	30%
Total	100%

* Students must receive a passing grade on the final exam in order to pass the course.

Notes

<p>The individual participation mark includes multiple term work components such as class activities, reflection papers, contribution to classroom discussions (including negotiation reputation), and demonstrated dedication to your own learning through class preparation.</p>
<p>Peer evaluations are required for the Group Case Analysis and will be submitted along with the team's report via a peer appraisal form. The peer evaluation can have a significant impact on an individual's mark, and it is intended to reduce <i>social loafing</i> in group work. Peer evaluations can modify an individual's mark on a team deliverable in the range of 80% to 120% of the team report's mark. A student may be assigned 0% on a team deliverable if the professor deems this necessary.</p>
<p>All assignments must be submitted via the appropriate Moodle dropbox on or before the due date. Late submissions will receive a mark deduction penalty, as determined by the professor.</p>

Required Texts/Resources

<p>Mandatory:</p> <ul style="list-style-type: none"> Essentials of Negotiation, 2nd Cdn ed. Authors: Lewicki; Saunders; Barry. McGraw-Hill Higher Education. ISBN-13: 978-0-07-133884-4 © 2014 Negotiation: custom course pack. McGraw-Hill Higher education ISBN-13: 9781259272707
<p>Recommended:</p> <ul style="list-style-type: none"> Getting to Yes: Negotiating Agreement Without Giving In / Fisher & Ury / Publisher: Penguin (1991) / ISBN-13: 978-0140157352 Beyond Reason / Roger Fisher & Daniel Shapiro / Publisher: Viking Adult (2005) ISBN-13:978-0670034505 Introduction to Type / Myers Brigg Introduction to Type in Organizations / Myers Brigg

Course Schedule

Date		Topic
Week of:		Tues. Sept 8 College-wide Orientation Day Wed. Sept 9 Classes begin Mon. Oct 12 Thanksgiving Day – no classes Wed. Nov 11 Remembrance Day – no classes Thur. Dec 10 Last day of regularly scheduled classes
Sept	8	No class – orientation day
	15	Introduction – Course Overview The Nature of Negotiation (and Conflict Resolution)

SKILLS ACROSS THE BUSINESS CURRICULUM

The Okanagan School of Business 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 AND ACADEMIC HONESTY

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.

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 it t4edi-8.9(agi)1.1(t4ed)]TJ 0 /Pideasor BDC deipertif 9ea1(c)-8()p20657 T6.675ncarism c that