

# 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

**Professors**

|  |                |                                 |
|--|----------------|---------------------------------|
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| <b>Sylvie Vidailiac</b><br><i>Course Captain</i> | <b>Virtual</b> | <b>svidailac@okanagan.bc.ca</b> |

**Learning Outcomes**

Upon completion of this course students will:

- have knowledge and skills, strategies and techniques for conflict management and negotiation.
- discuss the influence of emotions, perception, personality and culture on conflict and negotiation.
- have an ability to apply negotiation skills to bargaining situations.
- understand of the mediation and collaborative process and techniques.
- have the ability to apply communication-

**Notes**

The individual participation mark includes multiple term work components such as role playing, class activities and contribution to classroom discussions and demonstrated dedication to your own learning through class preparation.

Peer evaluations are required for all group assignments via peer appraisal form. A student may be assigned 0% based on the peer appraisal noting non participation by a group member(s) if the professor deems this necessary.

All assignments must be delivered via the Moodle dropbox on or before the due date. Late assignments will not be graded.

**Required Texts/Resources****Mandatory:**

**Essentials Of Negotiation**, 4th Edition

1260065871 · 9781260065879

By Roy J. Lewicki, Kevin Tasa, Bruce Barry, David M. Saunders

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**Recommended**

***Getting to Yes: Negotiating Agreement Without Giving In*** / Fisher & Ury

<https://www.williamury.com/books/getting-to-yes/>

| <b>Test 1</b> |        |  |      |
|---------------|--------|--|------|
| 5             | Oct 5  | Individual Differences: Know Yourself and Your Counterpart | Ch 5 |
| 6             | Oct 12 | Perception, Cognition, and Emotion                         |      |

## **SKILLS ACROSS THE BUSINESS CURRICULUM**

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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**

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### **What is the Disruption of Instructional Activities?**

At Okanagan College (OC), disruption of instructional activities examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study nation, 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?**

s 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

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.