**PACS 4050.070 NEGOTIATION & DISPUTE RESOLUTION (CHEC)**

**Fall 2012**

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**Professor’s Contact Information**

Leslie R. Roberts, Senior Lecturer

Chilton Hall, room 263

UNT Office Phone (940) 565-3437 Fax (940) 565-4663

UNT Office hours – Monday & Tuesday 10am-12pm

Please communicate with the instructor about the course via Blackboard message only.

 **About the Professor / Instructor**Ms. Roberts is an attorney and mediator whose legal practice has encompassed international matters, regulatory and political matters, general business and transactional matters, and special education; mediation practice includes business, employment and family disputes.

**Materials – Text, Readings, Supplementary Readings**

Required texts

Deborah M. Kolb, Ph.D. and Judith Williams, Ph.D., *Everyday Negotiation*, (San Francisco: Jossey-Bass)

Fisher & Ury, *Getting to Yes*, (New York: Penguin Books)

William Ury, *Getting Past No*, (New York: Bantam Books)

Required readings – in accordance with the course schedule in this syllabus and revisions made therein or announced or posted in Blackboard

Supplementary readings – as assigned from time-to-time.

**Course Description**

Students learn the fundamentals of non-litigation-based conflict resolution and negotiation strategies for a variety of business and personal settings. Skills are developed through assigned readings, classroom and online discussions, videos/streamed media, in-class practice, written assignments, and role-playing negotiations.

**Instructional Methods**

Class instruction consists of lecture with a significant amount of interaction by each student, as well as completion and discussion of mandatory exercises. The instructor expects each student to participate in order to integrate the subject matter as a new or improved skill. Online instruction consists of preparation for the mandatory exercises, review of video and written materials and online quizzes and a written exam.

**Course Requirements**

**Reading assignments**: Since much of the learning in this course will be based on classroom applications, each week’s reading assignment must be completed prior to class. Please note: Due to the dynamic nature of this course, the reading assignments cannot correspond exactly to the class work. The reading assignments are designed to approximate the pace of the class.

**Mandatory exercises**: Participation in six designated exercises is mandatory. Students must complete and submit the online assignment associated with each exercise. Each exercise assignment will be graded. Failure to complete assignments and/or participate will result in appropriate reductions on final grades. Departing class early or arriving excessively late will count against the class participation portion of your grade and may also prohibit your receiving credit for participating in mandatory exercises. Students who are absent when a class exercise is administered should not expect to make it up at a later date.

**Online discussion boards**: Following each mandatory exercise, students will participate in a small group discussion about the scenario and the application of different negotiation strategies.

**Quizzes**: There will be 5 quizzes to help the student assess his/her understanding of the core concepts examined thus far in the course.

**Final exam**: There will be a final exam in this course involving a factual scenario that will consist of an online assignment, an in-class negotiation and online exam.

**Class participation**: The format of this class requires active and consistent participation. You will be graded on the level of your participation and on your contributions to class discussions. Students who are simply present in class, but do not participate beyond the mandatory exercises, will receive a passing or lower grade for this portion of the overall course grade.

**Learning Objectives/Outcomes**

At the end of this course, the student will:

1. Understand and distinguish between different negotiation styles and approaches.

2. Utilize all styles and approaches to negotiation as appropriate.

3. Analyze all approaches to negotiation to improve one’s own effectiveness.

4. Participate in negotiations consisting of two or more persons.

5. Demonstrateprinciples of ethics in negotiation.

6. Utilize effective communication skills in negotiation.

7. Utilize an agreed negotiation process in assigned negotiations that are emotional or require a significant demonstration of fairness.

**Teaching Philosophy**

I am eager to engage students who are enrolled in an upper-level course because they are independent learners and thinkers who are eager to improve and further develop their conflict resolution skills. Students should expect to receive demonstrations, guidance and direction, and an opportunity to practice their new skills.

**Technical Requirements / Assistance**

The following information has been provided to assist you in preparation for the technological aspect of the course.

Hardware and software necessary to use Blackboard:

PC: Windows 98 (2nd Edition), 2000, XP, Vista, Windows 7
Mac: OS 9, OSX
Internet Access with [compatible web browser](http://www.webct.com/tuneup/viewpage?name=tuneup_browsers_vista80_ce80) (Select link for Vista 8.0 SP4)
Java: The UIT Helpdesk recommends using Java version 1.6.0\_31 for windows.

Word Processor

Browser and computer settings check: <https://ecampussupport.unt.edu/browser>

Computer and Internet Literacy: Visit <http://www.clt.odu.edu/oso/index.php?src=pe_comp_lit>

Plug-ins necessary to access course materials and resources: <https://ecampussupport.unt.edu/plugin>
 **Access and Log in Information**This course was developed and will be facilitated utilizing the University of North Texas’ Learning Management System known as Blackboard. To get started with the course, please go to: <http://learn.unt.edu>

You will need your EUID and password to log in to the course. If you do not know your EUID or have forgotten your password, please go to: <http://ams.unt.edu>.

**Ticket to Vista Tutorial**As a student, you will have access to the “Ticket to Vista” tutorial via Blackboard Vista. It is recommended that you become familiar with the tools and tutorials within Ticket to Vista to better equip you to navigate the course.

**Being a Successful Online Student**-[What Makes a Successful Online Student?](http://www.ion.uillinois.edu/resources/tutorials/pedagogy/StudentProfile.asp)
-[Self Evaluation for Potential Online Students](http://www.ion.uillinois.edu/resources/tutorials/pedagogy/selfEval.asp)

**Getting Started**

**What Should Students Do First?**Students should submit the following information via Blackboard email by the end of the first week of class:

Name

Student ID

EUID

Best phone number and email address for emergency alerts

**How Students Should Proceed Each Week for Class Activities**Students must access Blackboard daily for announcements and messages regarding the course.

 **Student Support**The University of North Texas provides student technical support in the use of Blackboard and supported resources. The student help desk may be reached at:
Website: http://helpdesk.unt.edu

Email: helpdesk.unt.edu

Phone: 940.565-2324
In Person: Sage Hall, room 130

Regular hours are maintained to provide support to students.

**Communications**

Information about the communication tools in the course and how they will be used:

**Messages**

For all course-related questions, please read this syllabus carefully before seeking assistance. You must use the Messages feature in Blackboard for all electronic communications with your professor.

Students can expect a response from the instructor within 24-hours of sending a message. If your concern is urgent, please call and speak by phone or leave a message.

Please extend the receiver of your message the same courtesy you would expect when communicating. Please read and consider the content of the message before responding. Profanity and insults will not be tolerated.

**Announcements**

Please check the Announcements frequently for updated information and changes.

**Assessments / Grading**

Assessments

The Professor utilizes a variety of methods, which are listed below, to determine students’ grades and proficiency in the learning outcomes for the course. Grades are determined by the following weights:

Class participation/completion of mandatory exercises in class – 10 %

Mandatory exercises (submitting online assignments) – 20 %

Group discussion boards – 20%

Quizzes – 20 %

Final Exam – 30 %

Final grades are determined as follows:

90 – 100% = A

80 – 89% = B

70 – 79% = C

60 - 69% = D

0 – 59% = F

If a student believes he/she will miss class over an extended period of time and may be unable to complete all assignments timely, the student should contact the instructor immediately to discuss options. Because completion of all mandatory exercises is required, repeated absences can result in a failing grade for the course.

**Accessing Grades**

Grades will be accessible to students after quizzes/exams are completed by all students and graded.

**Assignment Submission Instructions**

Assignments may be accessed by clicking on the Assignments link on the course menu and are required to be submitted online by the deadline noted. A grade for each assignment will be awarded and posted in Blackboard. Late submissions will **not** be accepted.

**Group Discussion Boards**

Students will communicate about each exercise completed in class following the class meeting. Students will be graded on the quality of the content of their communications, as well as their participation for the required minimum amount of time.

**Online Tests/ Quizzes**

Students may access quizzes/exams by clicking the Assessments link on the course menu. Each quiz is timed. Please read the on-screen instructions carefully before you click “Begin Assessment”.

**COURSE SCHEDULE**

**Date Assignment**

**Wednesday, August 29** Class meeting – What’s the Problem With My Negotiations?

* Discuss: course expectations and syllabus
* Demonstrate: mandatory exercise 1 – Role Reversal
* View: online video William Ury - “Getting to Yes” and “JFK: Negotiation and Fear”
* Discuss: approaches to negotiation; distributive and collaborative negotiation models
* Discuss:

*Everyday Negotiation:* Staying Out of Your Own Way; *Getting to Yes:* The Problem

*Getting Past No*: Overview

**Wednesday, September 5** Online assignment

* Read:

*Everyday Negotiation:* Staying Out of Your Own Way *Getting to Yes:* The Problem

*Getting Past No*: Overview

* Complete: mandatory exercises 1 & 2 assignments
* View: online videos “Conflict Resolution” and “Escalation of a Conflict”
* Complete: online quiz 1
* Complete: discussion board assignment

**Wednesday, September 12** Class meeting – How Do I Convince Someone to Negotiate?

* Review: last class’ topics
* Discuss: quiz 1
* Complete: mandatory exercise 2
* Discuss:

*Everyday Negotiation:* Laying the Groundwork, Engaging Your Counterpart, Getting Collaboration to Work

*Getting Past No:* Turning Adversaries into Partners

**Wednesday, September 19** Online assignment

* Read:

*Everyday Negotiation:* Laying the Groundwork, Engaging Your Counterpart, Getting Collaboration to Work

*Getting Past No:* Turning Adversaries into Partners

* Complete: mandatory exercise 3 assignment
* View: online videos “4 Magic Phrases” and “Negotiation: Discover Legitimate Interests”
* Complete: online quiz 2
* Complete: discussion board assignment

**Wednesday, September 26** Class meeting – How Do I Get Ready?

* Review: last class’ topics
* Discuss quiz 2
* Complete: mandatory exercise 3
* Discuss:

*Everyday Negotiation:* Making Strategic Moves

*Getting Past No:* Prologue

*Essentials of Negotiation*: Negotiation Strategy and Planning (handout downloaded from content page)

**Wednesday, October 3** Online assignment

* Read:

*Everyday Negotiation:* Making Strategic Moves

*Getting Past No:* Prologue

*Essentials of Negotiation*: Negotiation Strategy and Planning (handout downloaded from content page)

* Complete: mandatory exercise 4 assignment
* Complete: online quiz 3
* Complete: discussion board assignment

**Wednesday, October 10** Class meeting – What Do I Do to Negotiate More Effectively?

* Review last class’ topics
* Discuss quiz 3
* Complete: mandatory exercise 4
* Discuss:

*Getting to Yes:* The Method

* Discuss: approaches to negotiation; distributive and collaborative negotiation models

**Wednesday, October 17** Online assignment

* Read:

*Getting to Yes:* The Method

* Review: approaches to negotiation; distributive and collaborative negotiation models
* View: online videos “Discover Legitimate Interests” and

“The Principles of Effective Leadership Communication”

* Complete: mandatory exercise 5 assignment
* Complete: online quiz 4
* Complete: discussion board assignment

**Wednesday, October 24** Class meeting – What Do I Do If They Don’t Agree With Me?

* Review last class’ topics
* Discuss quiz 4
* Complete mandatory exercise 5
* Discuss:

*Everyday Negotiation:* Resisting Challenges

*Getting to Yes:* What If They’re More Powerful?, What If They Won’t Play?, What If They Use Dirty Tricks?

*Getting Past No*: Don’t React: Go to the Balcony; Don’t Reject: Go to Their Side; Don’t Reject: Reframe

*Essentials of Negotiation*: Ethics in Negotiation (handout)

* Discuss DVD: “Twelve Angry Men” and power, relationships and emotions (handouts)

**Wednesday, October 31** Online assignment

* Read:

*Everyday Negotiation:* Resisting Challenges

*Getting to Yes:* What If They’re More Powerful?, What If They Won’t Play?, What If They Use Dirty Tricks?

*Getting Past No*: Don’t React: Go to the Balcony; Don’t Reject: Go to Their Side; Don’t Reject: Reframe; Don’t Push: Build Them a Golden Bridge; Don’t Escalate: Use Power to Educate

Handouts on power, relationships and emotions

* Complete: mandatory exercise 6 assignment
* Complete: online quiz 5
* View: online movie “Twelve Angry Men”
* Complete: discussion board assignment

**Wednesday, November 7** Class meeting – How Do I Actually Get Agreement?

* Review last class’ topics
* Discuss quiz 5
* Complete mandatory exercise 6
* Discuss:

*Everyday Negotiation:* Crafting Agreements, Negotiating Change

*Getting Past No:* Turning Adversaries Into Partners

* Review: for online final exam

**Wednesday, November 14** Online assignment

* Complete: discussion board assignment
* Complete: online final exam

**Course Evaluation**

Toward the end of the semester, students will be able to complete a course survey at www.my.unt.edu. Please logon and select SETE.

**Scholarly Expectations**

All works submitted for credit must be original works created by the scholar uniquely for the class. It is considered inappropriate and unethical, particularly at the graduate level, to make duplicate submissions of a single work for credit in multiple classes, unless specifically requested by the instructor.

**Resources**

UNT Portal: http://my.unt.edu

UNT Blackboard Student Resources: Technical Support: https://ecampussupport.unt.edu/index.cfm?M=Student\_Resources

UNT Library Information for Off-Campus Users:

http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-off-campus-users

UNT Computing and Information Technology Center:

http://citc.unt.edu/services-solutions/students

Computer Labs: [provide information if departmental labs are available for use to students]. General access computer lab information (including locations and hours of operation) can be located at: http://www.gacl.unt.edu/

**Course Policies**

**Assignment Policy**

Due dates for each assignment are posted in the instructions connected to each assignment. Assignments should be submitted in Word format and submitted by using the “Submit” button at the end of each assignment.

**Examination Policy**

Quizzes and exams are open-book and open-note; however, you may not discuss a quiz or exam with another student unless both have completed and submitted their answers. Missed quizzes or exams may not be taken at a later date without written documentation that justifies the error or provides a valid excuse. Students will have the opportunity to access a quiz or exam a second time if they lose their internet connection or have another technological problem that prevents completion of the quiz or exam. Students who experience either must contact the student help desk to report the problem, secure a ticket number and send the instructor an email in Blackboard. Only then may the student make a second attempt.

**Late Work**

Late work will not be accepted without written documentation that justifies the delayed submission. Acceptance of and credit for is determined consistent with UNT policies and at the instructor’s discretion where permitted.

**Class Participation**

Students are required to login regularly to the online class site. The instructor will use the tracking feature in Blackboard to monitor student activity. Students are also required to participate in all class activities such as class discussions, discussion boards, etc.

**Virtual Classroom Citizenship**

The same guidelines that apply to traditional classes should be observed in the virtual classroom environment. Please use proper netiquette when interacting with class members and the professor.

**Incompletes**

If a student wishes to request a grade of “incomplete,” the student must:

• Submit the request in writing through Blackboard as soon as possible during the semester.

• Receive written approval from the Professor through Blackboard.

No requests will be considered later than one week prior to the final exam, UNLESS A SERIOUS INTERRUPTIVE EVENT OCCURS WITHIN THAT TIME PERIOD. It is within the instructor’s sole discretion to grant such a request. Please see the “Grading System” section of the current UNT Undergraduate or Graduate Catalog for details. STUDENTS WHO RECEIVE AN “INCOMPLETE” MUST COMPLETE THE COURSE NOT LATER THAN ONE CALENDAR YEAR THEREAFTER TO AVOID AUTOMATICALLY RECEIVING A FAILING GRADE.

**Copyright Notice**

Some or all of the materials on this course Web site may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies. [Additional sample statements can be located at: http://copyright.unt.edu/content/sample-copyright-notices] Additional copyright information may be located at: http://copyright.unt.edu/content/unt-copyright-policies.

**Undergraduate Online Course Attendance Policy**

Students who attend classes regularly typically experience greater success than those students who do not attend regularly. Students must be present and fully engaged in each mandatory exercise to receive credit.

Information about the University of Texas’ Attendance Policy may be found at: http://policy.unt.edu/policy/15-2-5

**Administrative Withdrawal**

Students may add this course or withdraw in accordance with the University’s policy currently in effect.

**Syllabus Change Policy**

Changes to the syllabus may be necessary at times. Communication of any changes will be made via the Announcement tab and Messages tab in Blackboard.

Policy on Server Unavailability or Other Technical Difficulties

The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UNT Student Help Desk: vista@unt.edu or 940.565.2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

**UNT Policies**

**Student Conduct and Discipline**

Please refer to the UNT Faculty Handbook or your department regarding the Student Code of Conduct Policy.

**Academic Honesty Policy**

Academic dishonesty is defined in the UNT Policy on Student Standards for Academic Integrity. Any suspected case of Academic Dishonestly will be handled in accordance with University policy and procedures. Possible academic penalties range from a verbal or written admonition to a grade of “F” in the course. Further sanctions may apply to incidents involving major violations. You will find the policy and procedures at http://vpaa.unt.edu/academic-integrity.htm.

**ADA Policy**

If you have a condition that requires accommodation in this course, please notify the instructor during the first week of class. Any necessary or appropriate accommodations will be made provided that timely notice is received, and that the arrangement is consistent with recommendations from Disability Services, when applicable. Students who require this type of assistance should contact the Office of Disability Accommodation (ODA) at (940) 565-4323, or at TTY (940) 369-8652 to make appropriate arrangements. Information on the services provided by the ODA as well as application procedures is available at http://www.unt.edu/oda/index.html. Information on UNT’s policies related to disability accommodations is available at http://policy.unt.edu/policy/18-1-14.

Please note that disability accommodations are not retroactive. Accommodations will be made only after a disability is officially verified.

**Student Behavior in the Classroom**

Student behavior that interferes with an instructor’s ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Center for Student Rights and Responsibilities to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.unt.edu/csrr.

**Important Notice for F-1 Students taking Distance Education Courses:**

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at http://ecfr.gpoaccess.gov. The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f) (6) (i) (G)” and can be found buried within this document: http://frwebgate.access.gpo.gov/cgi-bin/get-cfr.cgi?TITLE=8&PART=214&SECTION=2&TYPE=TEXT

The paragraph reads:

(G) For F–1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F–1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

**University of North Texas Compliance**

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student’s responsibility to do the following:

(1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.

(2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.