PACS 4610.002, .070 – TOPICS IN COMMUNITY SERVICE
BUSINESS NEGOTIATION
Spring 2013

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 – Wednesdays 9am-12pm or by appointment.
- When communicating electronically about the course, please communicate with the instructor only in the Blackboard Messages tab.

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 has included business, employment and family disputes.

Materials – Text, Readings, Supplementary Readings
- Required texts
  Ed Brodow, Negotiation Boot Camp, (New York: Doubleday)
- Supplementary readings – as assigned.

Course Description
The course focuses on the fundamentals of non-litigation-based conflict resolution and negotiation strategies for a variety of business scenarios. Students have the opportunity to further develop their negotiation skills through assigned readings, written assignments, discussion boards, quizzes, videos, online instruction and a final exam. This course is offered in a blended format, which means that students will receive instruction and complete course work online and through face-to-face class meetings.

Instructional Methods
Online instruction consists of a variety of instructor’s and other videos and written materials relating to the mandatory exercises, quizzes, discussion boards and written exams. Class meetings will provide face-to-face instruction and opportunities for discussion and practical application of negotiation skills.
Course Requirements

Reading assignments: Each week’s reading assignment must be completed prior to completion of all required work.

Exercises: Students must complete and submit an online assignment in accordance with the course syllabus or as assigned. Each exercise assignment will be graded. Failure to complete and submit assignments by the due date will result in appropriate reductions in final grades.

Discussion boards: Students must complete discussion board assignments in accordance with the course syllabus or as assigned. Students will be graded on the quality of their posts. Please see the Discussion Guidelines posted in BbL.

Quizzes: Students must complete quizzes in accordance with the course syllabus or as assigned. Each quiz is designed to help the student assess his/her understanding of the core concepts examined up to that point in the course.

Final exam: There will be a final exam in this course based on a scenario provided by the instructor.

Learning Objectives/Outcomes
At the end of this course, the student will:

1. Understand different negotiation styles and approaches used in business disputes.
2. Demonstrate effective planning and preparation prior to negotiating business disputes.
3. Utilize all styles and approaches to negotiating business disputes, as appropriate.
4. Analyze the effectiveness of different styles and approaches to negotiating business disputes.
5. Demonstrate principles of ethics in negotiating business disputes.
6. Utilize effective communication skills in negotiating business disputes.

Teaching Philosophy
I am eager to engage students who are enrolled in a 4000-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 Learn: [http://www.unt.edu/helpdesk](http://www.unt.edu/helpdesk)
Internet Access with [compatible web browser](http://kb.blackboard.com/pages/viewpage.action?pageId=84639794)
Headset/Microphone (if required for synchronous chats)
Word Processor

ACCESS & NAVIGATION

Access and Log in Information
This course was developed and will be facilitated utilizing the University of North Texas’ Learning Management System, Blackboard Learn. To get started with the course, please go to: [https://learn.unt.edu](https://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](http://ams.unt.edu).

Student Resources
As a student, you will have access to:

- Student Orientation via Blackboard Learn. It is recommended that you become familiar with the tools and tutorials within the Orientation to better equip you in navigating the course.
- Blackboard’s [On Demand Learning Center for Students](http://kb.blackboard.com/pages/viewpage.action?pageId=84639794) and [Blackboard Help for Students](http://kb.blackboard.com/pages/viewpage.action?pageId=84639794). It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.

Being a Successful Online Student
- [Self Evaluation for Potential Online Students](http://kb.blackboard.com/pages/viewpage.action?pageId=84639794)
What Should Students Do First?

1. Go to the Home page and review the information available to you. Please make sure you are familiar with BbL and complete a tutorial, whether online or in-person, if necessary. Please see the contact information for the student help desk under Student Support below.

2. Students should submit the following information to the instructor via the Blackboard Messages tab the first week of class:

   - Student ID
   - EUID
   - Best phone number and email address for emergency alerts

How Students Should Proceed Each Week for Class Activities

Students should access Blackboard daily for announcements and messages regarding the course. Please open the weekly learning module for information, videos and all required course work.

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:

Email: helpdesk@unt.edu
Phone: (940) 565-2324
In person: Walk-ins @ Sage Hall (Room 130)

Regular hours are maintained to provide support to students. Please refer to the website (http://www.unt.edu/helpdesk/hours.htm) for updated hours.

Communication

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

Blackboard Messages

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

Students can expect a response from the instructor within 24-hours of sending a message during weekdays. Messages may not be answered during the weekend. If your concern is urgent, please call the office number provided during business hours and speak by phone or leave a message.

Blackboard Announcements

Please check the Announcements frequently for updated information and changes.
The Golden Rule Applies: Please extend the receiver of your message the same courtesy you would expect to receive when communicating. Please read and consider the content of the message before responding. Profanity and insults will not be tolerated.

Assessments / Grading
Assessments
This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course:

- Quizzes
- Exercises/assignments
- Discussion boards
- Final exam

Exercises/Assignments Submission Instructions
Assignments may be accessed in each weekly module. Please go to the assignment and open it to begin. All assignments must be submitted by the deadline noted. Assignments are not timed and attempts are limited to the number provided in each assignment. A grade for each assignment will be awarded and posted in your Blackboard Grade Center. Late submissions will not be accepted.

Discussion Boards
Students may access discussion board assignments in each weekly module. Please go the assigned Discussion Board, open it and begin. Student posts are required to be submitted by the deadline noted. Discussion board assignments are not timed and may be reviewed once the post is submitted, but not edited by the student. A grade for each discussion board will be awarded and posted in your Blackboard Grade Center. Late submissions will not be accepted.

Quizzes
Students may access quizzes in each weekly module. Please go to the assigned quiz, open it and begin. Each quiz is timed. Please read the on-screen instructions carefully before you begin. After each quiz or exam is graded and released, you’ll receive your score. Late submissions will not be accepted.

Final Exam
Students may access the final exam in the designated module. Please go to the assigned exam, open it and begin. The exam is timed. Please read the on-screen instructions carefully before you begin. After the exam is graded and released, you’ll receive your score. Late submissions will not be accepted.
Grading Procedure

Discussion board assignments, exercises, quizzes and the exam will be graded as follows:

<table>
<thead>
<tr>
<th>Grading Scale</th>
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</thead>
<tbody>
<tr>
<td>90-100%</td>
<td>A</td>
</tr>
<tr>
<td>80-89%</td>
<td>B</td>
</tr>
<tr>
<td>70-79%</td>
<td>C</td>
</tr>
<tr>
<td>60-69%</td>
<td>D</td>
</tr>
<tr>
<td>Below 60%</td>
<td>F</td>
</tr>
</tbody>
</table>

Course grades will be calculated according to the following weights:

<table>
<thead>
<tr>
<th>Grades</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Exercises/Assignments</td>
<td>20%</td>
</tr>
<tr>
<td>Quizzes</td>
<td>20%</td>
</tr>
<tr>
<td>Discussion boards</td>
<td>20%</td>
</tr>
<tr>
<td>Participation</td>
<td>10%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>30%</td>
</tr>
</tbody>
</table>

If a student believes he/she will miss assigned course work over an extended period of time and may be unable to complete all work timely, the student should contact the instructor immediately to discuss options.

Accessing Grades

Grades will be accessible to students after assigned course work is completed by all students and graded.
BUSINESS NEGOTIATION – SPRING 2013 - COURSE SCHEDULE

Week 1 (January 14-20, 2013) – Class meeting – Thursday, January 17th

Expectations

What you can expect from me.
- Learning experiences
- Test your assumptions
- Challenge your current skill set
- Improve your negotiation skills in business disputes
- Fairness
- New relationship

What I can expect from you.
- Proficiency in BbL
- Class attendance, participation
- Text, assignments, discussion boards, quizzes, mid-term, final exam
- Assumption of basic negotiation skills
- Student learning outcomes
- Feedback

Course roadmap

What scenarios are included in the category of business negotiation?
- Peer-to-peer in the workplace
- Employee-supervisor in the workplace
- Management-employees (non-union vs. union)
- Business-customer
- Business-supplier
- Business-competitor
- Business-government body/regulator
- Business-general public
- Business-private owners, public shareholders

- Students’ individual experiences, goals, needs
- Read and discuss - Negotiation Boot Camp: Week One – Is There a Negotiator in Your Closet?
- Read and discuss – Negotiation Boot Camp: Appendix – Customizing Your Own Negotiation Strategy
• Review and discuss - Approaches to Negotiation Diagram; Collaborative Negotiation Model

Week 2 (January 21-27, 2013) – No class meeting – Online assignments

• Complete – Determining Your Negotiation Quotient Survey
• Read – Negotiation Boot Camp: Week Two – Eight
• Review – Approaches to Negotiation Diagram; Collaborative Negotiation Model
• Complete - quiz

Week 3 (January 28-February 3, 2013) – Class meeting – Thursday, January 31st

• Course handout and discussion – Seven Pillars of Negotiation, Negotiating Skills for Managers
• Discuss – Approaches to Negotiation Diagram; Collaborative Negotiation Model
• Discuss – peer-to-peer workplace disputes
• Role play exercise – peer-to-peer dispute

Week 4 (February 4-10, 2013) – No class meeting – Online assignments

• Online assignment - peer-to-peer workplace dispute regarding stealing credit for peer’s work

Week 5 (February 11-17, 2013) – Class meeting – Thursday, February 14, 2013

• Read - Negotiation Boot Camp: Week Ten – Workplace Negotiations Between Managers and Employees
• Discussion of employee-supervisor workplace disputes
• Role play exercise – employee-supervisor dispute

Week 6 (February 18-24, 2013) – No class meeting – Online assignments

• Online assignment - employee-supervisor workplace dispute

Week 7 (February 25-March 3, 2013) – Class meeting – Thursday, February 28th

• Discussion of management-employees (non-union vs. union) workplace disputes
• Discussion of business-customer disputes
• Role play exercise – business-customer dispute
• Handout – online negotiation

**Week 8 (March 4-10, 2013) – No class meeting – Online assignments**

• Online assignment – online business-customer dispute between company and customer

**Week 9 - SPRING BREAK (March 11-17, 2013) – NO ASSIGNMENT**

**Week 10 (March 18-24, 2013) – Class meeting – Thursday, March 21st**

• Read - *Negotiation Boot Camp:* Week Eleven – Negotiating in a Flat World
• Discussion of business-supplier disputes
• Role play exercise – business-supplier dispute
• Handout – case study

**Week 11 (March 25-31, 2013) – No class meeting – Online assignments**

• Read - *Negotiation Boot Camp:* Week Eleven – Negotiating in a Flat World
• Online assignment – business-supplier dispute between US company and Chinese manufacturer

**Week 12 (April 1-7, 2013) – Class meeting – Thursday, April 4th**

• Handout – case study
• Class discussion of business-competitor disputes
• Role play exercise – business-competitor dispute

**Week 13 (April 8-14, 2013) – No class meeting – Online assignments**

• Online assignment – business-competitor dispute regarding unfair competition/proprietary information

**Week 14 (April 15-21, 2013) – Class meeting – Thursday, April 18th**

• Handout – case study
• Discussion of business-government body/regulator disputes
• Role play exercise – business-government body/regulator dispute
Week 15 (April 22-28, 2013) – No class meeting – Online assignments

- Online assignment – business-government/body regulator dispute

Week 16 (April 29-May 3, 2013 - SHORT WEEK) – Class meeting – Thursday, May 2nd

- Review for final exam

Week 17 (May – 4-10, 2013)

- 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 Learn Student Resources: Technical Support: http://www.unt.edu/helpdesk/
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://citic.unt.edu/services-solutions/students
Computer Labs: General access computer lab information (including locations and hours of operation) can be located at: http://www.gacl.unt.edu/

Course Policies
Assignment / Discussion Board Policy
Due dates for each assignment are posted in the instructions connected to each assignment. Assignments should be submitted in the Submission section and submitted by using the “Submit” button at the end of each assignment. Word or PDF documents that include a student’s work and are attached will not be accepted and graded. Missed assignments or discussion board posts may not be submitted at a later date without written documentation that justifies the error.

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 makeup, which is in the instructor’s discretion.

Students may have the opportunity to attempt a quiz or exam an additional time if they lose their internet connection or have another technical problem beyond their control that prevents completion of the quiz or exam. The instructions for each quiz and exam will explain the number of attempts available and an appropriate course of action to take in the event of technical difficulties.
**Late Work**
Acceptance of and credit for late work is determined consistent with UNT policies and at the professor’s discretion where permitted.

**Virtual Classroom Citizenship and Conduct**
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. Proper netiquette includes the following:
- Appropriate language; no foul or offensive language;
- Appropriate topics; no slurs having to do with race, religion, gender, sexual orientation, national origin, pregnancy, disability or apparent physical or emotional differences; and
- Common courtesy.

**Incompletes**
If a student wishes to request a grade of “incomplete,” the student must:
- Have a passing grade in the course;
- Submit the request in writing as soon as possible during the semester and not later than one (1) week prior to the final exam;

If a student wishes to request a grade of “incomplete,” the student must:
- Have a passing grade in the course;
- Submit the request in writing as soon as possible during the semester and not later than one (1) week prior to the final exam;
- Submit the request to the instructor via Blackboard Message and receive written approval through Blackboard Message; and
- Complete the course not later than one (1) year in order to avoid an automatic replacement of the “I” with an “F”.

**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 copyright information may be located at: [http://copyright.unt.edu/content/unt-copyright-policies](http://copyright.unt.edu/content/unt-copyright-policies).

**Undergraduate Course Attendance Policy**
Students who attend classes regularly typically experience greater success than those students who do not attend regularly. Similarly, students who enroll in blended courses also typically perform better by fully participating in the course.
Information about the University of North 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 an Announcement and/or Message 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: helpdesk@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 Dishonesty 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**

Student behavior that interferes with an instructor’s ability to provide instruction or with 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 cease such behavior. 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/getcfr.cgi?TITLE=8&PART=214&SECTION=2&TYPETEXT

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.