

**PACS 4610.070 SPECIAL TOPICS IN COMMUNITY SERVICE:
BUSINESS NEGOTIATION**

FALL 2015

Professor's Contact Information

- Leslie R. Roberts, JD
- Senior Lecturer and ADR Program Coordinator
- Chilton Hall, room 263
- UNT office phone (940) 565-4010; Fax (940) 565-4663
- UNT office hours – Wednesdays 9am-12pm or by appointment
- When communicating electronically about the course, please communicate with the professor only through Blackboard Message.

About the Professor

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 text –

Brodow, *Negotiation Boot Camp*, (New York: Doubleday)

First or second edition texts are acceptable.

- Recommended readings -
Fisher & Ury, *Getting to Yes* (New York: Penguin Books)
William Ury, *Getting Past No* (New York: Bantam Books)

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 and exams, videos and online discussions and instruction.

This course is blended, which means that some content must be accessed online and all course work must be submitted online.

Instructional Methods

In a blended course, instruction consists of classroom instruction, discussions and exercises, as well as a variety of videos and written materials relating to the assignments and exams.

Course Requirements

Attendance & Participation: Significant amounts of class time will be spent in group discussions on theoretical and practice issues in mediation. Class discussions will be led by the professor and students will be invited to participate in a meaningful way. In particular, students are expected to demonstrate the critical and creative thinking, reasoning, and questioning skills that will be used in actual mediation sessions. Upon completion or near completion of the assigned readings and activities, students are expected to engage in an ongoing discussion with learning community peers.

Departing class early or arriving excessively late will count against the class attendance portion of a student's grade causing the student to receive little to no credit for attendance.

Class attendance is required and students who are absent will not earn attendance points.

Students with more than four absences will be dropped from the course regardless of whether the absence is considered excused or unexcused.

Reading assignments: Reading assignments must be completed prior to class and completion of all assignments.

Videos: A variety of course concepts are illustrated, explained and/or demonstrated through videos. Students must view these prior to completing or as a part of various assignments.

Journals: Students must complete online journal assignments from time-to-time that require them to reflect on their experiences, perspectives and observations.

Exercises: Students are required to complete exercises in order to apply the concepts addressed in the course.

Group project: There will be a group project at the end of the course to assess students' mastery of course content and practical negotiation skills.

Students who fail to attend class or submit work online for more than four non-consecutive weeks will be dropped from the course regardless of whether the failure to do so is considered excused or unexcused.

Learning Objectives/Outcomes

At the end of this course, students will:

- Investigate the knowledge claims of self and others;
- Use strategic thinking to negotiate to a specific outcome in a variety of business scenarios;
- Demonstrate a working knowledge of bargaining and collaborative negotiation in a variety of business scenarios;
- Understand the influence of internal and external factors on the process of negotiation;

- and
- Understand the ethical practices of negotiation in a variety of business scenarios.

Teaching Philosophy

I am eager to engage students who are independent learners and thinkers and who are eager to improve their conflict resolution skills.

Technical Requirements/Assistance

The following information is provided to assist you in preparation for the technological aspects of the course.

Hardware and software necessary to use Blackboard Learn: <http://www.unt.edu/helpdesk>

Browser

requirements:

<http://kb.blackboard.com/pages/viewpage.action?pageId=84639794>

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

Necessary plug-ins: <http://www.unt.edu/helpdesk/bblearn/>

Internet Access with compatible web browser

Headset and/or Microphone (if required for synchronous chats)

Word Processor

Access and Log in Information

The course was developed and will be facilitated utilizing the University of North Texas Learning Management System, Blackboard Learn (BbL). To get started with the course, please go to: <https://learn.unt.edu>

Students must use their EUIDs and passwords to log in to the course. Students who do not know their EUID or have forgotten their password should go to: <http://ams.unt.edu>.

- UNT's Mobile Learn: UNT offers Blackboard Mobile Learn, which enables you to keep up with your classes through your iPhone, iPad, Android, HP or Blackberry device. Learn more at: <https://bbsupport.unt.edu/MobileLearn>.

A list of technologies not supported is at <https://bbsupport.unt.edu/TechnicalRequirements>.

Student Resources

As a student, you will have access to:

- Blackboard's On Demand Learning Center for Students
- http://help.blackboard.com/en-us/Learn/9.1_SP_12_and_SP_13/Student

Being a Successful Online Student

- What Makes a Successful Online Student?
- Self Evaluation for Potential Online Students

What Should Students Do First?

- Go to the home page and review: Welcome!, Getting Started, Technical Requirements of Course.
- Students should submit the following information to the instructor via a Blackboard Message the first week of class:

EUID

Best phone number and email address for emergency alerts

How Students Should Proceed Each Week for Course Activities

Students should access Blackboard daily for announcements and messages regarding the course.

Students will access each week's assignments in the course syllabus and in the week's module. Each module will be identified by the week number. For example, students should open the Week 1 module on the course home page during the first week of the course and the next week's module each week thereafter.

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 Message function in Blackboard for all *electronic communication* with your professor about the course. Should we communicate face-to-face or by phone, please restate your communication in a BbL Message so I may respond via BbL Message.

Students can expect a response from the instructor within 24-hours of sending a BbL Message *during business hours*. BbL messages may not be answered during the weekend.

If your concern is urgent *during business hours*, please call the office number provided and speak with me by phone or leave a message. If you leave a message *outside of business hours*, you can expect to receive a response no later than one full business day after the message is left.

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 are not effective negotiation tactics.

Assessments / Grading

Assessments

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

- Attendance \approx (3 points per class; maximum of 42 points) \approx 10%
- Journals \approx 30%
- Exercises \approx 25%
- Group project \approx 35%

Attendance & Participation

Significant amounts of class time will be spent discussing the course concepts and role-playing in class. Class discussions will be led by the professor and students will be invited to participate in a meaningful way. In particular, students are expected to demonstrate the critical and creative thinking, reasoning, and questioning skills that will be used in actual negotiations. Upon completion or near completion of the assigned readings and activities, students are expected to engage in an ongoing discussion with learning community peers.

Departing class early or arriving excessively late will count against the class attendance portion of a student's grade causing the student to receive little to no credit for attendance.

Class attendance is required and students who are absent will not earn attendance points.

Students with more than four absences will be dropped from the course regardless of whether the absence is considered excused or unexcused.

Journals

Each journal assignment requires students to reflect and write about topics and their personal perception and/or experiences. These assignments are not timed, but do have a deadline for submission. Each journal is worth 10 points. A grade for each assignment will be awarded and posted in BbL.

Exercises

Assigned exercises require students to apply the course concepts. Exercises are not timed, but do have a deadline for submission. Each exercise is worth 10 points. A grade for each exercise will be awarded and posted in BbL. Some exercises may involve videos that require viewing and analysis.

Group Project

The group project is assigned as a substitute for a final exam. Like a final exam, the group project is comprehensive and constitutes a significant portion of the course grade. It is worth 150 points.

The group project will be presented during **week 16**.

Students who fail to attend class or submit work online for more than four non-consecutive weeks will be dropped from the course regardless of whether the failure to submit work is considered excused or unexcused.

Grading Scale

Total Points Possible for Semester = 390

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|--------------|
| A = 351-390+ |
| B = 312-350 |
| C = 273-311 |
| D = 234-272 |
| F = 0-233 |

Accessing Grades

Grades will be accessible to students in BbL after assigned course work is completed by all students and graded.

Grade Calculation Spreadsheet

Students are provided with a grade calculation spreadsheet that lists all assignments and bonus points available in this course. Students should add their grades to this spreadsheet weekly to be informed of their current grade in the course. Consequently, students are responsible for completing the spreadsheet before inquiring about their current course grade.

A Note on Grammar and Writing: Being able to communicate well in writing is one of the marks of an educated person and is important in most professions. As a result, it will be emphasized in this course. It is always a good idea to proofread your own work for errors before submission. Students who do not have strong writing skills should consider having another person proofread the paper and/or use the services of the UNT Writing Lab. Students can meet with a tutor in person at the main location in the Auditorium Building (AUSB 105), or participate in an online tutoring session.

The errors listed below or those similar in nature will result in a 1-point loss in the written work assigned for this class every time they appear:

- Using incorrect punctuation or lack of punctuation.
- Failing to capitalize words appropriately, such as, “i” instead of “I”.
- Failing to write a complete sentence.
- Misuse of the following words and other similar word choice errors:
 - affect/effect
 - dominate/dominant
 - for/four
 - its/it’s
 - quite/quiet
 - there/they’re/their

- then/than
- to/too/two
- weather/whether
- woman/women
- your/you're
- Using made up words, such as “irregardless” (it’s “irrespective” or “regardless”) or “supposably” (it’s “supposedly”);
- Using misspelled words; and,
- Using abbreviations and/or phrases commonly used in text messages, such as “LOL”, “OMG”, “U R...” .

NEGOTIATION – FALL 2015 - COURSE SCHEDULE

Week 1 – August 24-30, 2015

- Introductions
- Syllabus
- Course schedule
- Discuss Boot Camp Induction chapter

Assignment

- Syllabus quiz

Week 2 – August 31-September 6, 2015

Foundational issues in business negotiation

- *Negotiation Boot Camp* – Week One: Is There a Negotiator in Your Closet?
- Negotiation Quotient Survey (exercise)
- Journal
- Exercise

Week 3 – September 7-13, 2015; LABOR DAY / SHORT WEEK

What's Negotiable?

- *Negotiation Boot Camp* – Week Twelve: Ten Things People Don't Realize They Can Negotiate For
- Salary negotiation scenario – class exercise
- Dual Concerns Model
- Collaborative Negotiation Model
- Journal
- Exercise

Week 4 – September 14-20, 2015

Critical Negotiation Skills

- *Negotiation Boot Camp* – Week Two: Be Nice to Your Ears; Week Four: Preparing to Negotiate
- Handouts on communication and emotional intelligence
- Videos

Assignments

- Journal
- Emotional IQ quiz (no points)

Week 5 – September 21-27, 2015

Effective Negotiation Strategies: Bargaining vs. Collaborating

- *Negotiation Boot Camp* – Week Five: Traditional Strategies: Win-Lose; Week Six: Concessions Make the World Go Round; Week Eight: Twenty Tactics to Die For; Week Nine: Buyers and Sellers
- Class exercise

Assignment

- Journal
- Exercise

Week 6 – September 28-October 4, 2015

Effective Negotiation Strategies: Bargaining vs. Collaborating

- *Negotiation Boot Camp* – Week Seven: Three Rules for Win-Win Negotiating; Week Ten: Workplace Negotiations between Managers and Employees
- Dual Concerns Model
- Collaborative Negotiation Model

Assignment

- Journal
- Exercise

Week 7 – October 5-11, 2015

Power in Negotiation

- *Negotiation Boot Camp* – Week Three: Strengthen Your Negotiating Position
- Handouts on power
- Class exercise

Assignment

- Journal
- Exercise

Week 8 – October 12-18, 2015

Dealing with Government – Speaker: Martha Rocha

Assignment

- Journal
- Exercise

Week 9 – October 19-25, 2015

Dealing with Government

- Class exercise

Assignment

- Journal
- Exercise

Week 10 – October 26-November 1, 2015

Healthcare-related Negotiation – Speaker: Cynthia Marcotte Stamer

Assignment

- Journal
- Exercise

Week 11 – November 2-8, 2015

Healthcare-related Negotiation

- Class exercise

Assignment

- Journal
- Exercise

Week 12 – November 9-15, 2015

Cross-Cultural Negotiation – Speaker: Robin Gan

Assignment

- Journal
- Exercise

Week 13 – November 16-22, 2015

Cross-Cultural Negotiation

- Class exercise
- Group project assigned/discussed

Assignment

- Journal
- Exercise

Week 14 – November 23-29, 2015; THANKSGIVING / SHORT WEEK

- No class

Week 15 – November 30-December 4, 2015

- Group project work

Week 16 – December 5-11, 2015

- Group project due – role play demonstrations

Course Evaluation

Toward the end of the semester, students will be able to complete a course survey.

Scholarly Expectations

All works submitted for credit must be original works created by the student uniquely for the class. It is considered inappropriate and unethical to make duplicate submissions of a single work for credit in multiple classes, unless specifically requested by the instructor. Please see the policy on Academic Integrity below.

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

Journals and Exercises

Students may discuss the journal and exercise assignments with each other, but must create their own work product in their own words and through individual effort. Due dates for all course work are posted in the instructions connected to each assignment. Your work should be submitted in the Type Submission here section by using the “Submit” button at the end of each assignment. Students should complete work in a Word document and copy, cut and paste it in the

page available in BbL. Students are advised to keep copies of their work in their records.

Late Work

The professor will base decisions regarding acceptance of and credit for late work consistent with UNT and course policies. An extension may be given under limited circumstances, including but not limited to, the student's or a close family member's illness or injury; death of a close family member; or other major life event. If a student believes he/she will miss or has missed assigned course work, the student must contact the professor within **two (2) days** after the course work's due date has passed. The student must provide written documentation of any such event upon request. If a student fails to timely contact the professor and/or provide the requested documentation, the student will not be given additional time to complete the assigned course work and will receive no credit for the assigned course work.

Copyright Notice

Some or all of the materials in this course 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>.

Undergraduate Online 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 online 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>.

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 BbL.

UNT and Department Policies

Student Conduct

Any student behavior that interferes with an instructor's ability to conduct class or other students' opportunity to learn is unacceptable and will not be tolerated in any instructional setting at UNT. This includes traditional face-to-face classes, online or blended classes, labs, discussion groups or boards, field trips, and verbal and/or written (including email) communication with the instructor and/or other students. Examples of unacceptable behavior include, but are not limited to, disrespectful treatment of other students (verbal or written), disrupting lecture, and use of inappropriate or profane language or gestures in class or other instructional settings.

A student engaging in unacceptable behavior may be directed to leave the classroom or other instructional setting and may also be referred to the Dean of Students to consider whether his/her conduct violates UNT's Student Code of Conduct.

Academic Integrity

Academic integrity emanates from a culture that embraces the core values of trust and honesty necessary for full learning to occur. As a student-centered public research university, UNT promotes the integrity of the learning process by establishing and enforcing academic standards. Academic dishonesty breaches the mutual trust necessary in an academic environment and undermines all scholarship. Academic dishonesty includes cheating, plagiarism, forging the signature of the instructor or of another student, fabrication, and/or facilitating or sabotaging the academic dishonesty of other students.

Any suspected occurrence of academic dishonesty will be investigated and handled in accordance with UNT policy and procedures. The following academic penalties may be assessed at the instructor's discretion upon determination that academic dishonesty has occurred. *Admonitions and educational assignments are not appealable.*

1. *Admonition.* The student may be issued a verbal or written warning.
2. *Assignment of Educational Coursework.* The student may be required to perform additional coursework not required of other students in the specific course.
3. *Partial or no credit for an assignment or assessment.* The instructor may award partial or no credit for the assignment or assessment on which the student engaged in academic dishonesty, to be calculated into the final course grade.
4. *Course Failure.* The instructor may assign a failing grade for the course.

Should the procedure for appeal of a case of academic dishonesty extend beyond the date when the instructor submits course grades for the semester, the student will be assigned a grade that reflects the penalty, which shall be adjusted, as appropriate, at the conclusion of any appeal process.

Specific details and description of UNT's Policy on Student Standards of Academic Integrity (18.1.16) and students' right to appeal are available at http://policy.unt.edu/sites/default/files/untpolicy/pdf/7-Student_Affairs-Academic_Integrity.pdf.

Disability Accommodation

In accordance with university policies and state and federal regulations, UNT is committed to full academic access for all qualified students, including those with disabilities. To this end, all academic units are willing to make reasonable and appropriate adjustments to the classroom environment and the teaching, testing, or learning methodologies in order to facilitate equality of educational access for persons with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide the student with an accommodation letter to be hand delivered to the instructor to begin a private discussion regarding the student's specific needs in the course.

Students may request accommodations at any time; however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Every semester, students must obtain a new letter of accommodation, and they must meet with each faculty member prior to implementation in each class.

Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to request that students discuss such letters during their designated office hours in order to protect the privacy of the student.

For additional information, visit the Office of Disability Accommodation (ODA) in Sage Hall, suite 167, or their website at <http://disability.unt.edu>. You may also contact the ODA office by phone at [940.565.4323](tel:940.565.4323). Specific 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 retroactively applied to the start of a course. Accommodations in the course become effective after the student has delivered an official accommodation letter from UNT's ODA.

Requests for an Incomplete

Students may request a grade of incomplete ("I") only if he/she meets all of the following conditions:

- The request occurs on or after November 9, 2015;
- The student is passing the course;
- There is a justifiable and documented reason beyond the control of the student (*e.g.*, serious illness or military service) for not completing the course on schedule; and,
- The student has the approval of the instructor and the department chair.

Students meeting these criteria must arrange with the instructor to finish the course at a later date by completing specific requirements outlined by the instructor. These requirements must be listed on a "Request for Grade of Incomplete" form signed by the instructor, student, and department chair. More information on UNT's Incomplete Grade policy is available at <http://registrar.unt.edu/grades/incompletes>.

Requests to drop the class

We want you to succeed in this class and at UNT. If you are concerned about your progress in the course, or believe you need to drop for other reasons, it is important that you contact the instructor as soon as possible. We want to make sure that dropping the course is your best or only option.

There are consequences to dropping classes that extend beyond losing your invested time, money, and effort. Dropping one or more classes may make you ineligible for financial aid. There are also limits on the number of courses you can drop. You can learn more about this at <http://registrar.unt.edu/registration/dropping-class>.

If you absolutely have to drop the course, you must pick up a drop form from the Eagle Student Services Center and take it to the instructor for her/his signature. Once the instructor signs the form, you are responsible for taking it to the Registrar's Office in the Eagle Student Services Center to have it processed. Please be aware that when you choose to drop can affect your grade:

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| October 2, 2015 | Last day to drop a class with an automatic grade of "W" for courses that a student is not passing |
| November 2, 2015 | Last day a student may elect to drop a class. The instructor will assign a grade of "W" or "WF" based on the student's actual performance-to-date in the course. |

Professional Etiquette

The college experience is intended to assist in preparing students for professional and career

pursuits. That preparation includes learning to use professional etiquette in dealing with people in positions of authority. The appropriate way to address your instructor depends on her/his particular education credentials. These are usually indicated on the course syllabus. If your instructor has a:

- Law degree (J.D.) you should address them as: Professor Instructor's last name
- Doctorate (Ph.D. or Ed.D.), you should address them as: Dr. Instructor's last name
- Master's degree (MA, MS, MSW, MSSW) you should address them as: Professor Instructor's last name

If you are not certain about an instructor's education credentials, you should address them as "Professor." It is not appropriate to call the instructor by his/her first name unless given permission.

Professional etiquette extends to all types of communication with your instructor. Written communication—including email—forms a permanent record and so it is important to use care about how you make requests, ask questions, or express concerns. Slang (*e.g.*, Hey, Yo) and texting abbreviations should be avoided. The use of profanity is not permitted.

Any type of communication—verbal or written—is most likely to achieve the intended result when it is polite or courteous. Please note that communication can be polite even if there is some type of conflict involved. Instructors may choose not to respond to emails or other forms of communication that are perceived as insulting or disrespectful.

Emergency Notification and Procedures

UNT uses a system called Eagle Alert to quickly notify you with critical information in the event of an emergency (*i.e.*, severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). The system sends voice messages (and text messages upon permission) to the phones of all currently enrolled students. Please make certain to update your phone numbers at <https://my.unt.edu/>. Some helpful emergency preparedness actions include: 1) know the evacuation routes and severe weather shelter areas in the buildings where your classes are held, 2) determine how you will contact family and friends if phones are temporarily unavailable, and 3) identify where you will go if you need to evacuate the Denton area suddenly. In the event of a university closure, please refer to Blackboard for contingency plans for covering course materials.

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.

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.