



MAN 4441, Negotiation, CRN 11197
College of Business, Department of Management
MWF, 10:30 – 11:20am, LH 2208
Spring 2020, 3 Credit Hours

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Office Hours: Mon: 9:30 - 10:30am, 11:30am - 12:30pm
Weds: 11:30am - 12:30pm
Fri: 9:30 - 10:30am, 11:30am - 12:30pm *or by appointment*

A. COURSE DESCRIPTION

The course covers the theories and practices of negotiation that can be used to manage successfully in business and professional settings. Students will improve their understanding of negotiation and their effectiveness as negotiators.

Co-requisite: MAN 3046 Team & Group Processes

B. KEY TOPICS COVERED IN THIS COURSE

1. Negotiation Overview and Styles
2. Distributive Negotiation
3. Integrative Negotiation
4. Negotiation Strategy and Planning
5. Perception, Cognition, and Emotion
6. Communication
7. Persuasion
8. Finding and Using Negotiation Power
9. Relationships in Negotiation
10. Multiple Parties, Groups, and Teams in Negotiation
11. International and Cross-Cultural Negotiation

C. TEXTBOOK

Essentials of Negotiation by Lewicki, Barry & Saunders (any edition). *Required*

D. GRADING AND ASSIGNMENTS

| ITEM | Percent | Grading: |
|-------------------------------------|-------------|---------------------------------------|
| Exam 1, 2, 3, and Final (best of 3) | 70% | A: 100-93 A-: 92.99-90 |
| Class activities/participation | 15% | B+: 89.99-87 B: 86.99-83 B-: 82.99-80 |
| Homework assignments | 5% | C+: 79.99-77 C: 76.99-70 |
| Capstone role-play | 10% | D+: 69.99-67 D: 66.99-63 D-: 62.99-60 |
| TOTAL | 100% | F: 59.99 or below |

Initial Canvas assignment: As a University Policy, all faculty members are required to use Canvas to confirm a student's attendance for each course by the end of the first week of classes. Failure to do so will result in a delay in the disbursement of your financial aid. The confirmation of attendance is required for all students, not only those receiving financial aid.

Policy for late work: All papers / assignments should be turned in on the designated due date. Late papers will receive a 5-point deduction if they are turned in one-day late. Each subsequent day will receive an additional 10-point deduction. No exceptions.

Exams: There will be three exams in this course with a cumulative final exam during finals week. Exams will be a mix between multiple choice and free response questions. You will need to bring SCANTRON sheets and pencils for the exams. The exams will cover the book, lectures, slides, presentations, and handouts. *Outside of university requirements, I will not give make-up exams. However, the lowest exam grade (including the final) will be dropped.*

Class activities/participation: There will be various negotiation activities and role-plays/simulations that will be conducted during class time. Your attendance and participation in these class sessions are critical to learning about negotiation, and therefore *no make-ups are allowed. However, the lowest two class activities will be dropped.* Credit may be denied if you are late to class or leave early.

Homework assignments: Various negotiation role-play preparation and activities will be completed outside of class. The deliverables will range from reflection writings, documented interactions with classmates outside of class, and questions on assigned readings. *No late assignments will be accepted.*

Capstone role-play: You will engage in a complex, multi-issue negotiation in teams of 4-5 people. The deliverables include pre-negotiation planning papers as well as a post-negotiation reflection paper. To assure that group work is distributed and performed fairly, you will also grade each of your team members and they will grade you as well.

Classroom etiquette:

- No use of any electronic devices in class, including phones, tablets, and computers.
- If you are asked to leave the class because of your classroom etiquette, you will be marked as missing the activity/participation grade for *that entire class*.

- In order to maintain fairness and equity, do not negotiate with me! Grades, course requirements, etc. are off limits.
- All behavior during role-plays is “real.” You make choices about the way you behave, but you must be willing to live with the consequences of those choices. Please behave appropriately.

E. LEARNING OUTCOMES & ASSESSMENT

The Department of Management creates an environment that enables students to develop managerial knowledge and leadership skills, both individually and collaboratively, to: (1) recognize, evaluate, and cultivate business opportunities; (2) identify, understand, and implement positive solutions to organizational issues; and (3) build leadership capabilities to effectively manage organizational change in the global environment.

| Lutgert C.O.B. Learning Goals & Objectives | Management Learning Objectives | Course Learning Objectives (measurable) | Assessment Methods |
|--|---|--|---|
| Understand the business environment 1. Demonstrate knowledge of ethical issues 2. Demonstrate knowledge of global factors influencing business. 3. Explain the importance of environmental responsibility. | 1. Analyze ethical and CSR issues as they apply to management. 2. Demonstrate knowledge of global factors influencing business | Demonstrate an understanding of ethical concerns and decision-making in negotiation including impacts on various stakeholders. Consider cultural differences in negotiation style and norms. | Exams Class activities Homework assignments Capstone role-play |
| Be effective problem solvers. 1. Solve business problems using analytical tools | 3. Solve management problems using analytical tools | Demonstrate an understanding of the nature of conflict and negotiation, the key elements of the negotiation process, the distinct types of negotiation, and the resolution of negotiation and conflict using analytical frameworks | Exams Class activities Homework assignments Capstone role-play |
| Be an effective communicator 1. Deliver effective oral presentations 2. Prepare effective written reports | 4. Demonstrate effective professional communication skills. 5. Work effectively in diverse teams | Demonstrate knowledge of positive communication skills used in negotiating and maintaining relationships | Class activities Homework assignments Capstone role-play |

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|--|---|---|--|
| <p>Have interdisciplinary business knowledge</p> <p>1. Understand main concepts & definitions in accounting, economics, finance, information systems management, marketing and operations management.</p> <p>2. Integrate knowledge across business disciplines</p> | <p>6. Integrate key management theories and practices</p> | <p>Evaluate and design the appropriate negotiation strategies when dealing with a complex negotiation utilizing theories, research findings, and best practices</p> | <p>Exams</p> <p>Class activities</p> <p>Homework assignments</p> <p>Capstone role-play</p> |
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F. ACADEMIC BEHAVIOR STANDARDS AND ACADEMIC DISHONESTY

All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the FGCU Student Guidebook under the Student Code of Conduct and Policies and Procedures sections. All students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student Guidebook is available online at <http://studentservices.fgcu.edu/judicialaffairs/new.html>

G. UNIVERSITY NONDISCRIMINATION STATEMENT

Florida Gulf Coast University is committed to ensuring equity and fairness for all University employees, students, visitors, vendors, contractors and other third parties. As such, the University prohibits discrimination on the bases of race, color, national origin, ethnicity, religion, age, disability, sex (including sexual harassment/assault), gender identity/expression, marital status, sexual orientation, veteran status or genetic predisposition with regard to admissions, employment, programs or other activities operated by the University. This prohibition extends to enforcement of Title IX of the Education Amendments of 1972. Questions or complaints should be directed to the Office of Institutional Equity and Compliance (OIEC). The OIEC's phone number is (239) 745-4366; the OIEC email address is OIEC@fgcu.edu.

H. DISABILITY ACCOMMODATIONS SERVICES

Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university's guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please see me or contact the Office of Adaptive Services. The Office of Adaptive Services is located in the Wellness Building. The phone number is 239-590-7956 or Video Phone (VP) 239-243-9453. In addition to classroom and campus accommodations, individuals with disabilities are encouraged to create their personal emergency evacuation plan and FGCU is committed to providing information on emergency notification procedures. You can find information on the emergency exits and Areas of Rescue Assistance for each building, as well as other emergency preparedness materials on the Environmental Health and Safety and University Police Department websites. If you will need assistance in the event of an emergency due to a disability, please contact Adaptive Services for available services and information.

I. STUDENT OBSERVANCE OF RELIGIOUS HOLIDAYS

All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior

notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.

J. COURSE SCHEDULE (*subject to change with notice*)

| MAN 4441 Course Schedule | | | |
|--------------------------|---------------------------------------|------------------|-----------------------------------|
| Date | Topic | Chapter | Readings/Assignments Due |
| 1/6 | Becoming a Master Negotiator | | |
| 1/8 | Intro to Class/Syllabus | | |
| 1/10 | The Nature of Negotiation | 1 | |
| 1/13 | The Nature of Negotiation | 1 | |
| 1/15 | Basics of Communication & Cooperation | | Read Handout 1.2/Canvas Quiz |
| 1/17 | Distributive Bargaining | 2 | |
| 1/20 | <i>NO CLASS - MLK Day Observed</i> | | |
| 1/22 | Distributive Bargaining | 2 | |
| 1/24 | Distributive Bargaining | 2 | |
| 1/27 | Distributive Bargaining | 2 | |
| 1/29 | Integrative Negotiation | 3 | REI Due in class |
| 1/31 | Integrative Negotiation | 3 | |
| 2/3 | Strategy & Planning | 4 | REI Due in class |
| 2/5 | Strategy & Planning | 4 | |
| 2/7 | Exam 1 Review/Catch-up | | |
| 2/10 | Exam 1 | Chapters 1,2,3,4 | |
| 2/12 | Communication | 7 | |
| 2/14 | Communication | 7 | Live8 Planning Guide Due (Canvas) |
| 2/17 | Cognition & Emotion | 6 | |
| 2/19 | Cognition & Emotion | 6 | Live8 E-mail Chain Due (Canvas) |
| 2/21 | Cognition & Emotion | 6 | REI Due in class |
| 2/24 | Employee Exit Interview | | Live8 Reflection Paper (Canvas) |
| 2/26 | Ethics in Negotiation | 5 | |
| 2/28 | Ethics in Negotiation | 5 | |
| 3/2-3/6 | <i>NO CLASS - Spring Break</i> | | |
| 3/9 | Power & Influence | 8 | |
| 3/11 | Power & Influence | 8 | |
| 3/13 | Power & Influence | 8 | |
| 3/16 | Persuasion | | REI Due in class |
| 3/18 | Persuasion | | Read Handout 2.9/Canvas Quiz |
| 3/20 | Job Offer Negotiation | | |

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| 3/23 | Exam 2 | Chapters 5,6,7,8 | REI Due in class |
| 3/25 | Relationships, Trust & Justice | 9 | |
| 3/27 | Multiparty Negotiation | 10 | |
| 3/30 | Multiparty Negotiation | 10 | |
| 4/1 | Multiparty Negotiation | 10 | |
| 4/3 | Intro to Capstone Role-Play | | |
| 4/6 | Cross-Cultural Negotiation | 11 | |
| 4/8 | Cross-Cultural Negotiation | 11 | |
| 4/10 | Cross-Cultural Negotiation | 11 | |
| 4/13 | Capstone Role-Play Prep | | REI Due in class |
| 4/15 | Exam 3 | Chapters 9,10,11 | |
| 4/17 | Capstone Role-Play | | Strategy Paper 1 Due in class |
| 4/20 | Capstone Role-Play | | |
| 4/22 | Capstone Role-Play | | Strategy Paper 2 Due in class |
| 4/24 | Capstone Role-Play Debrief | | |
| 4/29 | Final Exam - Cumulative | Chapters 1-11 | Group Reflection Paper Due (e-mail) |