

McLennan
C O M M U N I T Y
C O L L E G E

WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

NEGOTIATIONS AND CONFLICT MANAGEMENT

BMGT - 1344 - 80

DR. TOMMY “T-LOW” LOWRANCE

PROFESSOR SCOTT BRYANT, CPA

NOTE: This is an 8-week course.

COVID 19 Notice:

McLennan Community College is committed to providing you with every resource you need to reach your academic goals including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website at <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html> on any changes to these guidelines.

NEGOTIATIONS AND CONFLICT MANAGEMENT

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Course Description:

This course discusses theories that aid in the diagnosis of interpersonal and intergroup conflict. We will also look at the role of managers as negotiators, intermediaries, and problem-solvers.

Semester Hours: 3

Prerequisites and/or Corequisites:

None

Course Notes and Instructor Recommendations:

This course is arguably one of the most practical business courses you will ever take. Please do not let the unique format convince you that this class will not be challenging—it certainly will. Be sure you complete all required readings in order to learn the material and be successful on the quizzes. Quizzes will be based on assigned readings and lecture videos. There are two required texts used in this course. You must purchase both texts.

Instructor Information:

Instructor Name:	Dr. Tommy Lowrance or “TLow”
MCC E-mail:	tlowrance@mclennan.edu
Office Phone Number:	254-299-8059 Office; 254-744-1873 Cell
Office Location:	BTB 210
Office/Teacher Conference Hours:	Face-to-Face Hours T/TH 8:30 am – 9:30 am Online Hours M/W 9:30 am – 12:00 pm

Instructor Name:	Scott Bryant or “Scotty B”
MCC E-mail:	sbryant@mclennan.edu
Office Phone Number:	254.299.8510
Office Location:	BTB 212
Office/Teacher Conference Hours:	Mon-Th 1:30-3:30

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Required Text & Materials:

Title: *Difficult Conversations* (**buy this one immediately**)
Author: Douglas Stone, Bruce Patton, Sheila Heen
Edition: 10th Anniversary Edition
Publisher: Penguin Group
ISBN: 978-0-14-311844-2

Title: *Getting to Yes*
Author: Roger Fisher and William Ury
Edition: 3rd
Publisher: Penguin Group
ISBN: 978-0-14-311875-6

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Methods of Teaching and Learning:

Readings, Discussions/Lectures Videos, Quizzes, Journal Assignments, Project, Simulations, Online Video Assignments (with required summaries)

This course utilizes face-to-face lecture with online assignments. You will be expected to complete the assigned readings and related quizzes (quizzes administered through Brightspace). You will also have journal assignments, video assignments, quizzes, and a project. Details about the project will be disclosed the third week of class.

Course Objectives and/or Competencies:

The goals of this course are that you:

1. Learn the objective content of the chapters you read;
2. Apply the content of the chapters to specific situations in class discussion and on quizzes;
3. Take part in class discussions, assignments, and group work;
4. Practice and improve your skills in thinking, speaking, and writing through improved negotiation and conflict resolution skills.

Furthermore—if all goes as planned—you will leave the course with an increased awareness of what is involved in negotiation conflict resolution. Employees of large organizations, small organizations, non-profit organizations, manufacturing and service industries all face similar problems. We will examine many facets of negotiation and conflict management and how they fit into different organizations.

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Course Outline or Schedule:

DC = Difficult Conversations

GTY = Getting to Yes

Week	Date	Day	Class Activity	Assignments due at 9:00 am
	23-Aug	Tuesday	Orientation	Get Books
1	25-Aug	Thursday	Orientation/Lecture	Read Ch 1-2 of DC Watch Lecture Videos DC Quiz 1 (Ch 1 & 2)
	30-Aug	Tuesday	Lecture 3-6 in DC	Read DC 3-6 Watch Lecture Videos DC Quizzes 2 & 3 (Ch 3-4 & 5-6) Journal #1
2	1-Sep	Thursday	Simulation 1 (Role Playing)	Video Assignment 1
	6-Sep	Tuesday	Lecture 7-8	Read Ch 7-8 Watch Lecture Videos DC Quiz 4 (Ch 7 & 8)
3	8-Sep	Thursday	Simulation 2 (Brainstorming)	Video Assignment 2 Journal 2
	13-Sep	Tuesday	Lecture 9-12	Read Ch 9-12 Watch Lecture Videos DC Quiz 5 & 6 (Ch 9-10 & 11-12)
4	15-Sep	Thursday	Guest Speaker	Video Assignment 3

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Week	Date	Day	Class Activity	Assignments due at 9:00 am
5	20-Sep	Tuesday	Lecture 1-2	Read Ch 1-2 GTY Quiz Ch 1-2
	22-Sep	Thursday	Simulation 3	Video Assignment 4
	27-Sep	Tuesday	Lecture 3-4	Read Ch 3-4 GTY Quiz Ch 3-4
6	29-Sep	Thursday	Simulation 4	Video Assignent 5
7	4-Oct	Tuesday	Lecture 5-8	Read GTY Ch 5-8 GTY Quiz Ch 5-8 Video Assignment 6
	6-Oct	Thursday		Presentations
	11-Oct	Tuesday		Presentations

Course Grading Information:

Quizzes	30%
Video Summaries	15%
Simulations	20%
Journals	15%
Project	20%
Total	100%

Quizzes: Quizzes will be timed and will be based on the assigned reading and lecture videos. There will be approximately 12 quizzes over the assigned readings. Your lowest two quiz grades will be dropped.

Video Summaries: You will spend time watching a series of assigned videos and preparing brief summaries over the videos. The videos are meant to supplement the material found in the assigned readings and expose you to a wide variety of ways to think about negotiation and conflict management. The assigned videos are posted in the weekly folders along with details about summary requirements.

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Simulations: Part of your learning in this class will take place through practicing the material. We will conduct simulations to help you fine-tune your negotiation and conflict management skills. Simulations will be conducted in class as part of your grade. Your simulation grades will be weighted equally.

Journals: Journals will cover a variety of topics. See the assignment folder/module in Brightspace for details about each journal. It is IMPERATIVE that you complete Journal 1 in order to do your Final Project AND to pass this class!

Project: You will be assigned a comprehensive project during the third week of class. The project will be due at the end of the semester and will include a written and a presentation component.

Late Work, Attendance, and Make Up Work Policies:

Late quizzes will not be accepted, but keep in mind we will drop your lowest 2 quiz grades. Other assignments will have a late penalty of 10% per day. The last submission date for all assignments, is one (1) week after the Due Date. No assignments will be accepted after the End Date for any reason.

Student Behavioral Expectations or Conduct Policy:

Students are expected to maintain classroom decorum that includes respect for other students and the instructor, prompt and regular attendance, and an attitude that seeks to take full advantage of the education opportunity.

[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)

(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.



ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit www.mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu

254-299-8122

Room 319, Student Services Center

Title IX:

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling Dr. Drew Canham (Chief of Staff for Diversity, Equity & Inclusion/Title IX) at (254) 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Students may visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a Success Coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

MCC Academic Integrity Statement:

Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-and-Staff-Commons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to www.mclennan.edu/student-email.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](https://support.microsoft.com/en-us/office/set-up-an-outlook-account-in-the-ios-mail-app-b2de2161-cc1d-49ef-9ef9-81acd1c8e234?ui=en-us&rs=en-us&ad=us) (<https://support.microsoft.com/en-us/office/set-up-an-outlook-account-in-the-ios-mail-app-b2de2161-cc1d-49ef-9ef9-81acd1c8e234?ui=en-us&rs=en-us&ad=us>)
- [Email Setup for Androids](https://support.microsoft.com/en-us/office/set-up-email-in-android-email-app-71147974-7aca-491b-978a-ab15e360434c?ui=en-us&rs=en-us&ad=us) (<https://support.microsoft.com/en-us/office/set-up-email-in-android-email-app-71147974-7aca-491b-978a-ab15e360434c?ui=en-us&rs=en-us&ad=us>)

Forwarding Emails:

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.