

McLennan
C O M M U N I T Y
COLLEGE

WACO, TEXAS

COURSE SYLLABUS
AND
INSTRUCTOR PLAN

NEGOTIATION AND CONFLICT MANAGEMENT
BMGT 1344 .80

Tommy Lowrance and Scott Bryant

NOTE: This is an 8-week course.

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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 reading prior to coming to class. Quizzes will be given based on your reading. There are two required texts used in this course. You must purchase both texts.

Instructor Information:

Instructor Name: Tommy Lowrance or “TLow”
MCC E-mail: tlowrance@mclennan.edu
Office Phone Number: 254-299-8059 Office; 254-744-1873 Cell
Office Location: MAC 218
Office/Teacher Conference Hours: MW 8:30-9:30; M 3:30-5:30; W 2:30-3:30; T 5:30-6:30

Instruction Information:

Instructor Name: Scott Bryant or “Scotty B”
MCC E-mail: sbryant@mclennan.edu
Office Phone Number: 254.299.8510
Office Location: MAC 227
Office/Teacher Conference Hours: MW 8:30-11:30 ; TR 8:30-9:30

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Required Text & Materials:

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

Title: *Difficult Conversations*
Author: Douglas Stone, Bruce Patton, Sheila Heen
Edition: 10th
Publisher: Penguin Group
ISBN: 978-0-14-311844-2

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

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, we encourage you to contact a success coach by calling (254) 299-8226. Students can visit the Completion Center Monday-Friday from 8:00 a.m.-5:00 p.m. to meet with a success coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) is open 12:00 p.m.-1:00 p.m., Monday-Friday, without an appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

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.

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Backup Plan for Technology:

In the event MCC's technology systems are down, you will be contacted/notified through 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.

* [Click Here for the Minimum System Requirements to Utilize MCC's D2L|Brightspace](http://www.mclennan.edu/center-for-teaching-and-learning/teaching-commons/requirements)
(www.mclennan.edu/center-for-teaching-and-learning/teaching-commons/requirements)

Click on the link above for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Methods of Teaching and Learning: **Readings, Discussions/Lectures, Quizzes, Journal Assignments, Project, Simulations, Online Video Assignments (with required summaries)**

This course utilizes a blended study format, meaning part of the class will be conducted face to face and part of the class will be conducted online or through independent study. You will be expected to complete the assigned readings outside of class and you will be quizzed on the readings at the beginning of class (see the detailed schedule for specifics). During class we will discuss the course material and we will conduct in-class simulations. Outside of class, you will have journal assignments, video assignments, and a project. Your project will be presented on the last day of class. 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 (subject to change):

Negotiation and Conflict Resolution - Detailed Class Schedule

O =

Online

F = Face to Face

DC = Difficult Conversations

GT = Getting to Yes

**Complete assigned reading before class for the face to face meetings.

**Video Assignments are posted in Brightspace under "Content."

Video summaries are due at midnight on the due date at 11:55 pm

Week	Date	Assignment**	Classroom Activity & Assignment Due
	O 1/14 - 1/20	Study DC Lecture Notes	
1	F 1/14		Orientation
	F 1/16	Read DC Ch 1-2	DC Quiz 1-2 & Discussion Journal #1
	O 1/21 - 1/27	Video Assignment #1 Study DC Lecture Notes	Summary due 1/28
2	F 1/21	Read DC Ch 3-4 and 5-6	DC Quiz 3-4 and 4-6 & Discussion
	F 1/23		Simulation
	O 1/28 - 2/3	Video Assignment #2 Study DC Lecture Notes	Summary due 2/4
3	F 1/28	Read DC Ch 7-8	DC Quiz 7-9 & Discussion
	F 1/30		Simulation Journal #2

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	O	2/4 - 2/10	Video Assignment #3 Study DC Lecture Notes	Summary due 2/11
4	F	2/4	Read DC Ch 9-10 and 11-12	DC Quiz 10-12 & Discussion
	F	2/6		Simulation Journal #3 (Part 1)
	O	2/11 - 2/17	Video Assignment #4	Summary due 2/18
5	F	2/11		Simulation
	F	2/13		Simulation (Interviews) Journal #3 (Part 2)
	O	2/18 - 2/24	Video Assignment #5 Study GTY Lecture Notes	Summary due 2/25
6	F	2/18	Read GTY Ch 1-4	GTY Quiz Ch 1-4 & Discussion
	F	2/20		Simulation Journal #4
	O	2/25 - 3/2	Study GTY Lecture Notes	
7	F	2/25	Read GTY Ch 5-8	GTY Quiz Ch 5-8 & Discussion
	F	2/27		Simulation
8	F	3/3		Projects Due w/ Presentation

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Course Grading Information:

Quizzes	25%
Video Summaries	15%
Simulations	20%
Journals	20%
Project	20%
Total	100%

Quizzes: Quizzes will be based on the assigned reading. There will be approximately 12 quizzes over the assigned readings. You are allowed to use self-prepared notes on the quizzes, but you are not allowed to use the actual text itself. Your lowest two quiz grades will be dropped.

Video Summaries: Outside of class you will also 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 video list is posted in Brightspace under Content. Details about summary requirements are posted with each week's assigned video list.

Simulations: A large portion of your learning in this class will take place through practicing the material. We will conduct in-class simulations to help you fine-tune your negotiation and conflict management skills. You must attend class to participate in the simulations to receive credit. Your simulation grade may include preparation work to be done prior to class. You can miss one simulation grade and still receive full credit. Your simulation grades will be weighted equally.

Journals: You will be assigned 4 journal assignments during the semester. Journals will cover a variety of topics. See the assignment folder/module in Brightspace for details about each journal.

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. The project will be done completely outside of class and you will not have any class time to work on the project.

Late Work, Attendance, and Make Up Work Policies:

Late work will not be accepted. If you know in advance that you have to miss class, please let your instructors know and we will try to work with you if the situation is appropriate. Please refer to the grade section for details on attendance.

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.

Academic Integrity

Students are subject to the following discipline for violations of academic integrity:

First Offense: failing grade on the assignment and report to
MCC discipline coordinator

Second Offense: failing grade in the course and report to
MCC discipline coordinator

* [Click Here for the MCC Academic Integrity Statement](#)

(www.mclennan.edu/academic-integrity)

The link above will provide you with information about academic integrity, dishonesty, and cheating.

* [Click Here for the MCC Attendance/Absences Policy](#)

(www.mclennan.edu/highlander-guide/policies)

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

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. Instructors should not provide accommodations unless approved

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by the Accommodations Coordinator. For additional information, please visit 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

* [Click Here for more information about Title IX](#)

(www.mclennan.edu/titleix)

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 (Vice President for Student Success) at 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC by calling 299-8210. The MCC Student Counseling Center is a confidential resource for students.

McLennan's Title IX webpage (<http://www.mclennan.edu/titleix/>) 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.

* *You will need to access each link separately through your Web browser (for example: Internet Explorer, Mozilla, Chrome, or Safari) to print each link's information.*