



WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

NEGOTIATIONS AND CONFLICT MANAGEMENT

BMGT - 1344 - 87

Scott Bryant and Tommy Lowrance

NOTE: This is an 6-week online 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 on any changes to these guidelines.

NEGOTIATIONS AND CONFLICT MANAGEMENT

BMGT 1344.87

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 face-to-face or virtually. Quizzes will be given based on your reading and lecture recordings. There are two required texts used in this course. You must purchase both texts. We will start with *Difficult Conversations*.

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: BT 210
Office/Teacher Conference Hours: Monday-Thursday 1:00 pm – 2:30 pm or by appointment

Instructor Name: Scott Bryant or “Scotty B”
MCC E-mail: sbryant@mclennan.edu
Office Phone Number: 254.299.8510
Office Location: BT 212
Office/Teacher Conference Hours: Monday, Wednesday, & Thursday 9:00 am – 11:00 am or by appointment

Other: Zoom meetings should be scheduled as needed

Required Text & Materials:

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

NEGOTIATIONS AND CONFLICT MANAGEMENT

BMGT 1344.87

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, Quizzes, Journal Assignments, Project, Simulations, Online Video Assignments (with required summaries)

This course utilizes a fully-online format; however, it will require you to involve others as part of your interactive learning. You will be expected to complete the assigned readings outside of class and you will be quizzed on the readings no later than the end of each week when all assignments are due—each Sunday by 11:59 pm. Lectures have been recorded to help you better navigate the material from the text. Quiz questions will come primarily from the texts and the recorded lectures. You will also have journal assignments, video assignments, and a major project. Your project will be due during final exams and will serve as your final exam. Details about the project will be disclosed early in the semester.

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 activities and on quizzes;
3. Take part in class discussions, assignments, and any 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 and 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.

Course Outline or Schedule:

Negotiation and Conflict Resolution--Detailed Class Schedule

DC = <i>Difficult Conversations</i> ; GTY = <i>Getting to Yes</i>

NEGOTIATIONS AND CONFLICT MANAGEMENT

BMGT 1344.87

Week	Due Date	Classroom Activity & Assignment(s) Due
1		Read Chapters 1-6 in DC
		Watch ALL Zoom Recordings
		Review Lecture Notes Chapters 1-6 (optional, but helpful for quizzes)
	6/6/2021	Take Quiz 1 over 1 & 2, Quiz 2 over 3 & 4, and Quiz 3 over 5 & 6
		Submit Journal #1
		Submit Simulation #1
		Submit Video Assignment #1
2		Read Chapters 7-12 in DC
		Watch ALL Zoom Recordings
		Review Lecture Notes Chapters 7-12 (optional, but helpful for quizzes)
	6/13/2021	Take Quiz 4 over 7 & 8, Quiz 5 over 9 & 10, and Quiz 6 over 11 & 12
		Submit Journal #2
		Submit Simulation #2
		Submit Video Assignment #2
3		Read Chapters 1-4 in GTY
		Watch all Zoom Recordings
		Review Lecture Notes--if applicable
	6/20/2021	Take Quizzes Chapters 1-4
		Submit Journal #3
		Submit Simulation #3
		Submit Video Assignment #4
4		Read Chapters 5-8 in GTY
		Watch all Zoom Recordings
		Review Lecture Notes--if applicable
	6/27/2021	Take Quizzes Chapters 5-8
		Submit Journal #4
		Complete Simulation #4 (Potential to add Simulation #5)
		Complete Video Assignment #5
5		Complete Video Assignment #6
	7/5/2021	Final Project Presentation

NEGOTIATIONS AND CONFLICT MANAGEMENT

BMGT 1344.87

Course Grading Information:

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

Quizzes: Quizzes will be timed and will be based on the assigned reading. There will be approximately 10-12 quizzes over the assigned readings. Your two lowest quizzes—or any you fail to take for whatever reason—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. **We strongly encourage you to take notes while watching the videos and then type up your summary in Word. This will allow you to edit your summary before copying and pasting it directly into Brightspace. You WILL lose points for poorly written summaries.**

Simulations: A large portion of your learning in this class will take place through practicing the material. Students will conduct and record simulations to help them fine-tune negotiation and conflict management skills. You must involve others in your simulations to receive credit. Some of you may even be to partner with other students in this class. Your simulation grade may include preparation work to be done prior to your simulation being submitted. 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 early in the semester. The project will be due at the end of the semester and will include a written and a presentation component. The project will essentially serve as your final exam grade.

NEGOTIATIONS AND CONFLICT MANAGEMENT

BMGT 1344.87

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.

[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.

McLennan

C O M M U N I T Y

COLLEGE

ACADEMIC RESOURCES/POLICIES

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.

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.

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

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

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.

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.

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.

MCC Academic Integrity Statement:

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

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.

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.