



WACO, TEXAS

**COURSE SYLLABUS
AND
INSTRUCTOR PLAN**

NEGOTIATIONS AND CONFLICT MANAGEMENT

BMGT_1344_O180

SCOTT BRYANT, CPA & DR. TOMMY LOWRANCE

NOTE: This is an online course.

Please check your MCC email and look at the announcements in Brightspace on a daily basis while you are in this class. This is crucial to make sure you don't miss important instructions or updates. We send emails through Brightspace, and we do not have a way to add alternative email addresses. Please copy both professors on all emails.

Course Description:

This course discusses theories that aid in the diagnosis of interpersonal and intergroup conflict. It also examines 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. Complete all required readings to effectively learn the material and succeed 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.

We want to highlight two things that are also mentioned later in this syllabus:

1. You will need access to a phone or video camera to record your simulations and upload the videos to Brightspace.
2. Journal 3 will ask you to interview someone who negotiates on a regular basis. We recommend that you begin thinking now about who you want to interview.

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Instructor Information:

Instructor Name: Dr. Tommy “T-Low” Lowrance
MCC Email: tlowrance@mclennan.edu
Office Phone Number: 254-299-8059
Cell Phone Number (best option): 254-744-1873
Office Location: BT 210
Office/Teacher Conference Hours: Online Office Hours M/W 1:00-2:00 pm
Zoom Appointments Zoom ID: 254 299 8059 Password: leader
Zoom appointments are available outside of normal conference hours. Please schedule Zoom appointments by email.

Instructor Name: Scott “Scotty B” Bryant
MCC Email: sbryant@mclennan.edu
Office Phone Number: 254-299-8510
Office Location: BT 212
Office/Teacher Conference Hours: Tuesday-Thursday 9:00 am – 10:00 am

- If the posted office hours don’t work for you, please reach out to schedule an alternative time. These are just designated times that I am definitely available. I will be available other times throughout the week as well.
- Please email me to let me know if you want to meet in person, Zoom, or phone call. I don’t just hang out on Zoom, but I will set up a Zoom meeting upon request.
- Please check with me before stopping by. Some days I might work from home and other days I will be on campus.

Correspondence Policy:

Emails are returned within 24 hours of receipt except when received over the weekend or during holidays. Those will be returned the first business day the College is open.

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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 (Quizzes are based on this edition of the book)
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/>

Required Technology/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.

Several assignments must be submitted as a Word document. Students have access to Word through a FREE Microsoft Office 365 account. Details can be found here:

[Microsoft Office 365 S... | IT Hub](#)

Online students will need access to a phone or video camera to record their simulations and upload the videos.

Methods of Teaching and Learning:

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

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 shortly after Journal 1 is graded.

Course Objectives and/or Competencies:

Upon successful completion of this course, students will:

1. Recognize communication skills in negotiations and conflict resolution; and
2. Demonstrate strategies in negotiations.

By the end of the course, you should have 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.

Course Attendance/Participation Guidelines:

If a student is not in attendance in accordance with the policies/guidelines of the class as outlined in the course syllabus as of the course census date, faculty are required to drop students from their class roster prior to certifying the respective class roster. A student's financial aid will be re-evaluated accordingly, and the student will only receive funding for those courses attended as of the course census date.

Definitions

Drops occur BEFORE the census date and do not count against the student's maximum withdrawal count of 6 classes, as defined by state law.

Withdrawals occur AFTER the census date and count in the student's maximum withdrawal count of 6 classes.

Module: For purposes of this class, a module refers to the tasks, readings, and related assignments for a given week.

Online & Hyflex Course Attendance Policy (Business Division)

To be counted as attending BEFORE the census date, a student must complete and submit at least ONE assignment. An email to the instructor does NOT count. Logging into Brightspace and accessing content does NOT count. Any student who fails to complete and submit at least one assignment prior to the census date will be dropped from the course.

Past the census date, students who fail to submit two consecutive modules of work without notification of an excused absence as per MCC policy prior to the 60% point of the term may be withdrawn from the course at the discretion of the professor(s). If a student completes any part of a work module, they have “attended” and will not be withdrawn. If a student fails to submit two consecutive modules of work without notification of an excused absence as per MCC policy and the class is past the 60% point of the term, the instructor will NOT withdraw the student. The student will be assigned the grade earned at the end of the term.

Absences are excused in accordance with MCC policy which includes (1) authorized participation in official College functions, (2) personal illness, (3) an illness or a death in the immediate family, (4) Pregnant or Parenting Protections under Title IX and/or Texas State Education Code Chapter 51, Subchapter Z, Section 51.982 or (5) any excused absences as outlined in Section IV of this policy: <https://www.mclennan.edu/employees/policy-manual/docs/B-II.pdf>

Students must submit a written or electronic request (email) with each instructor for an excused absence in a timely manner.

[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

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Course Outline or Schedule:

DC = Difficult Conversations

GTY = Getting to Yes

See attached (last pages)

Course Grading Information:

Discussion Board Intro	2%
Quizzes	30%
Video Summaries	18%
Simulations	15%
Journals	15%
Project	20%
Total	100%

All course activities, including assignments and discussions, will be graded and a grade will be released within two (2) calendar weeks of the assignment's due date. Any student without a submission on the due date will be assigned a zero (0) grade. The late work policy below establishes whether late work for unexcused absences will be accepted, any penalization that occurs due to the submission of late work, and how/when the grade will be updated.

Discussion Board Introduction: You have one discussion board introduction. Please introduce yourself to the class and reply to two other students to receive full credit.

Quizzes: Quizzes will be timed and 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. Your simulation grades will be weighted equally. You will need access to a phone or video camera to record your simulations and upload the videos. These will typically involve others either in the class OR outside of class—perhaps family, friends, or co-workers.

Journals: You will be assigned 3 journal assignments during the semester. 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! Journal #3 will ask you to interview someone who negotiates on a regular basis. You might want to start thinking ahead about who you want to interview.

Project: You will be assigned a comprehensive project shortly after Journal 1 is graded. 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, other than your project, is noted on the schedule. The final project due date is separately noted on the schedule. The project will only be accepted late with prior approval from your instructors.

A grade of Incomplete (I) will only be issued for students who need only to take the final exam and have an extenuating circumstance that resulted in an excused absence (documentation must be provided) for the day of the final exam.

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.

Use of Turn-It-In for Ensuring Academic Integrity

Turnitin (<https://www.turnitin.com/>): In order to help students learn proper composition skills and to promote academic honesty, this class may use the services provided by Turnitin (hereinafter, the “Service”). The above URL contains information about the capabilities, services, terms and conditions, and privacy policy of the Service. Faculty may use the Service to review all submitted assignments.

Students agree that by taking this course all required papers may be subject to submission for textual similarity review to Turnitin for the detection of plagiarism. All submitted papers will be included as source documents in the Turnitin reference database solely for the purpose of detecting plagiarism of such papers. Students further understand that if the results of the review support an allegation of academic dishonesty, the students’ work will be investigated and the student is subject to discipline. The first case of academic dishonesty will result in a zero for that assignment. The second case of academic integrity will result in a failing grade for the course (grade of “F”).

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DC = Difficult Conversations

GTU = Getting to Yes

Week	Due Date	Assignments due by 11:59 pm
1	4-Jun	Watch orientation video Discussion Board Introduction Get Books
	8-Jun	Read Ch 1-2 of DC; Review Lecture Notes Watch Lecture Videos - DC Lecture Video (Ch 1-2) DC Quiz 1 (Ch 1 & 2) Journal #1
2	15-Jun	Read DC 3-8; Review Lecture Notes Watch Lecture Videos - DC Lecture Video (Ch 3-4; 5-6; 7-8) Watch Interview Video (Watch before the quiz!) DC Quizzes 2, 3 & 4 (Ch 3-4; 5-6; 7-8) Video Assignment 1 Simulation 1 (Role Playing)
		+
3	22-Jun	Read Ch 9-12; Review Lecture Notes Watch Lecture Videos - DC Lecture Video (Ch 9-10; 11-12) DC Quiz 5 & 6 (Ch 9-10 & 11-12) Video Assignment 2 Video Assignment 3 Journal 2 Simulation 2 (Brainstorming)

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4	29-Jun	Read GTY Ch 1-4; Review Lecture Notes/Reading Outline GTY Quizzes 1-4 (Ch1; Ch 2; Ch 3; Ch 4) Simulation 3 Video Assignment 4 Video Assignment 5
5	6-Jul	Read GTY Ch 5-8; Review Lecture Notes GTY Quizzes 5-8 (Ch 5 & 6; Ch 7 & 8) Journal #3 Video Assignment 6 Final due date for assignments other than the project
6	7-Jul	Final Project (This is your final.)

07/02/2024



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 Accommodations (Disability Services) 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

Title IX:

Title IX of the Education Amendments of 1972 is a Federal civil rights law that prohibits discrimination on the basis of sex in educational programs and activities that receive Federal funds. 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 a Title IX incident are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling, Dr. Claudette Jackson, (Accommodations/Title IX) at (254) 299-8465.

Additionally, Title IX provides rights and protections for pregnant and newly parenting students which can include educational accommodations such as excused absences

and the opportunity to make up assignments and tests. Lactation spaces are also available on campus. Please email titleix@mclennan.edu for more information.

MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Faculty and Staff may email titleix@mclennan.edu to submit a report.

Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student may report sexual harassment anonymously by visiting <https://www.lighthouse-services.com>

Visit McLennan's Title IX webpage at <https://www.mclennan.edu/titleix/> to learn more about Title IX protections, reporting, and resources.

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/>

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom. You can contact the Academic Support and Tutoring team via Zoom or email (ast@mclennan.edu) by going to our website (<https://www.mclennan.edu/academic-support-and-tutoring/>)

At our campus, we understand that students face numerous challenges beyond the classroom. That's why we offer Success Coaches who are dedicated to helping you succeed. Our coaches know that life can sometimes get in the way of your educational goals. Through personalized meetings, Success Coaches empower you to overcome obstacles, maximize your potential, and create a clear path to both academic and personal success. Our Success Coaches are ready to help you achieve your dreams! Schedule your appointment today by calling 254-299-8226 or emailing success@mclennan.edu.

College personnel also recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources and other essential resources, we encourage you to contact the CREW - Campus Resources Education Web by calling 254-299-8561 or emailing crew@mclennan.edu.

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to <https://calendly.com/paulannespantry-mcc/15min>.

Success Coaching Services, the CREW, and Paulanne's Pantry are located on the second floor of the Student Services building in Success Coaching Services, suite 249.

The Student Counseling Center offers confidential mental health counseling to currently enrolled students at no charge. Counselors are trained to help students with problems related to personal, social, and emotional concerns. Sessions focus on short-term goals in order to facilitate students college success and adjustment. This service is available to students in person or through Zoom.

Make an appointment to meet with a counselor by visiting the center in the Wellness & Fitness building, room 101, calling 254-299-8210, or emailing counseling@mclennan.edu.

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/scholarships-and-resources/emergencygrant.html>

MCC Academic Integrity Statement:

Please view our [Academic integrity statement](#) for more information about academic integrity, dishonesty, and cheating. The unauthorized use of artificial intelligence (AI) for classwork can be a violation of the College's General Conduct Policy. Whether AI is

authorized in a course and the parameters in which AI can be used in a course will be outlined by each instructor.

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

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-and-StaffCommons/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/studentemail.

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](#)
- [Email Setup for Androids](#)

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](#) 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.