

**UNIVERSITY OF ILLINOIS AT CHICAGO  
MANAGEMENT 564  
NEGOTIATION AND DISPUTE RESOLUTION  
COURSE SYLLABUS**

**TERM: FALL SEMESTER 2012                      SECTION: 23146**  
**CLASS TIMES:      Thursday 6:00 p.m. to 8:30 p.m.      ROOM: DH-230**

**INSTRUCTOR:      MICHAEL MILLER**  
**PHONE: (312) 413-3485                      E-MAIL--- millerm @uic.edu**

**OFFICE HOURS---- 5:00- 6:00 p.m.Tue. & Thur. or by appointment---UH—2219**

**TEXTBOOK— Thompson---The Mind and Heart of the Negotiator (2012), 5<sup>th</sup> Ed., Prentice-Hall. and Getting Past No (1998) by William Ury    Fee to Pay in Bookstore for Negotiation Cases**

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**COURSE DESCRIPTION**

Strategies and techniques for successful agreement negotiation and business conflict resolution. Includes applications to classic situations such as business, interpersonal relations, and stakeholders concerns. Students will gain an understanding of the management of conflict resolution using primarily the process of negotiation.

**COURSE OBJECTIVES**

- To broaden the understanding of the negotiation process.
- To develop abilities to analyze elements of negotiation situations and to develop strategies for those situations
- To develop an understanding of conflict resolution tools in a business setting.
- To develop an appropriate negotiation style, effectively deal with multiple parties, navigate social dilemmas, learn strategies for negotiating across cultures, and learn how to negotiate via information technology.

## **MANAGEMENT 564**

### **COURSE REQUIREMENTS:**

#### 1. **Tests**

There will be pop quizzes, a mid-term and a final as outlined in the attached class schedule. The tests and quizzes will be a combination of T & F, multiple choice and short essay. The tests and quizzes will cover textbook information, possible outside readings given in class, along with classroom discussions. There will be no make-up quizzes. In addition, the general rule is there are no make-up tests. I understand there are sometimes extraordinary circumstances and I will consider those on a case-by-case basis.

#### 2. **Presentations and Papers**

There will be one group presentation and paper and one individual paper. Each person will be assigned to a team that will do a case study that will include a group oral presentation and written analysis.

#### 3. **Attendance/ Class Projects/Class Participation**

The materials need to be read and discussed to be understood. Therefore, it will be necessary to be in class to absorb the material. **ATTENDANCE IS ESSENTIAL.** This is largely an experiential course; therefore, participation is very important! You are expected to participate in all negotiation exercises and class discussions, as they are the central component of the course. When you are not fully prepared for or miss a negotiation exercise, not only do you miss an opportunity to learn, but so do the other students in your negotiation.

### **GRADING:**

Mid-term-	50 points
Quizzes-	50 points
Attendance & Negotiations	200 points
Final Exam	<u>100 points</u>
Total Points	400 points

<b><u>Accumulated Points</u></b>	<b><u>Grade</u></b>
360-400	A
320-359	B
319-280	C
279-240	D
Below 239	F

College of Business Administration  
**University of Illinois at Chicago**

Honor Code for the College of Business Administration

As an academic community the College of Business Administration at the University of Illinois at Chicago is committed to providing an environment in which teaching, learning, research, and scholarship can flourish and in which all endeavors are guided by academic and professional integrity. All members of the college community – students, faculty, staff, and administrators – share the responsibility of insuring that high standards of integrity are upheld so that such an environment exists.

In pursuit of these high ideas and standards of academic life, as a student I hereby commit myself to respect and uphold the University of Illinois at Chicago (UIC) College of Business Administration Honor Code during my entire matriculation at UIC. I agree to maintain the highest moral and ethical standards in all academic and business endeavors and to conduct myself honorably as a responsible member of the college academic community. This includes the following:

- Not to seek unfair advantage over other students, including, but not limited to giving or receiving unauthorized aid during completion of academic requirements;
- To represent fact and self truthfully at all times;
- To respect the property and personal rights of all members of the academic community.

An abbreviated version of the Honor Code pledge may be printed on course syllabi, exam booklets, and other uses as deemed appropriate. The abbreviated version is as follows:

This course and its associated coursework are being administered under the policies of the University of Illinois at Chicago (UIC) College of Business Administration Honor Code. All students are expected to respect and uphold this code.

Honor Code Violations and Enforcement

Violations of the Honor Code are just causes for discipline under the University of Illinois at Chicago Student Disciplinary Procedure, and all allegations of Honor Code violations shall be handled pursuant to that Procedure.

(For a complete description of just causes for discipline, disciplinary procedures, and sanctions, see the pamphlet “Student Disciplinary Procedure of the Senate Committee on Student Discipline,” available from the Office of the Dean of Students, SSB, Suite 3030, 1200 W. Harrison St., M/C 318.)

#### Honor Code Council

The Honor Code Council shall be formed consisting of two faculty members elected by faculty vote and six student members (two graduate students and four undergraduate students) appointed by the Assistant Dean for Student Services through recommendation of the Dean’s Advisory Council (DAC). Each member will serve a term of one academic year, beginning in August. The Council shall elect a chairperson and a secretary.

The duties of the Honor Code Council shall include:

- Recommend changes in the Honor Code.
- Inform all students, staff, and faculty of the Honor Code and the procedures to be followed for pursuing alleged Honor Code violations.
- Ensure that the Honor Code is prominently displayed within the College of Business Administration and on course syllabi and exam booklets.
- Ensure that the Honor Code and related information are accurately described in the Graduate and Undergraduate catalogs.
- Work with the Office of Student Services to include the Honor Code in its promotion of the University of Illinois at Chicago College of Business Administration to potential students.
- Work with college administration to ensure that the Honor Code statement is signed by all students prior to their enrollment in the college.
- Inform all UIC faculty, staff, and students of the Honor Code of the College of Business Administration, and encourage the adoption of its principles.

**COURSE SCHEDULE**  
**UNIVERSITY OF ILLINOIS AT CHICAGO**  
**MANAGEMENT 564**  
**MICHAEL MILLER**  
**FALL SEMESTER 2012**  
**(Subject to change)**

<b>Week</b>	<b>Dates</b>	<b>Assignment</b>
1	Aug. 30	Introduction and Course Overview <b>PART I- ESSENTIALS OF NEGOTIATION</b> <b>(Chap. 1- 4)</b> Negotiation: The Mind and the Heart (Chap.1)
2	Sept. 6	Preparation: What to Do Before the Negotiation (Chap. 2) <b>Appendix 4:</b> Negotiating a Job Offer
3	Sept. 13	Distributive Negotiation: Slicing the Pie (Chap. 3)
4	Sept. 20	Win-Win Negotiation: Expanding the Pie (Chap.4)
5	Sept. 27	<b>PART II: ADVANCED NEGOTIATION SKILLS</b> <b>(Chap. 5-8)</b> Developing a Negotiating Style (Chap. 5)
6	Oct. 4	Establishing Trust and Building a Relationship (Chap. 6)
7	Oct. 11	Power, Persuasion, and Ethics (Chap. 7)
8	Oct. 18	<b>Mid-term Exam (1-7) Appendix 1:</b> Are You a Rational Person? Check Yourself
9	Oct. 25	Creativity and Problem Solving in Negotiations (Chap. 8)

10	Nov. 1	<b>PART III: APPLICATIONS AND SPECIAL SCENARIOS (Chap. 9- 12)</b> Multiple Parties, Coalitions, and Teams (Chap. 9)
11	Nov. 8	Cross Cultural Negotiating (Chap. 10)
12	Nov. 15	<b>Appendix 2:</b> Nonverbal Communication and Lie Detection
13	Nov. 22	<b>Thanksgiving No Class</b>
14	Nov. 29	Tacit Negotiations and Social Dilemmas (Chap. 11)
15	Dec. 6	Negotiation via Information Technology ( <i>Chap. 12</i> ) <b>Appendix 3:</b> Third-Party Intervention ---Alternative Dispute Resolution    Final Exam Review
16	Dec.13	<b>FINALS WEEK</b> Final Exam