

Course Title	:	Getting To Yes Through Negotiation
Course Code	:	MGT254
No. of Credits/Term	:	3
Mode of Tuition	:	Sectional Approach
Teaching Hours	:	3 hours per week
Category in Major Prog.	:	Free Elective
Prerequisite	:	Nil

Brief Course Description

Negotiation is the art and science of securing agreements between two or more interdependent parties. Whether you know it or not, you negotiate every day. You have to negotiate with your boss, your subordinates, your clients, your families, your friends, your fellow students and many others. It is essential to be equipped with the knowledge and skills to improve the outcomes of your negotiations. The course is an introductory course on negotiation. It introduces students to the theory and practice of negotiation.

This seminar-style course examines the wide variety of approaches to the analysis of and practice of negotiation and related issues. Students will learn frameworks for analyzing negotiation, and roles of specific factors, including: affect, culture, relationship, alternatives, time pressures, third parties (mediators), and power. This course explores negotiations in many contexts: simple personal transactions, public and private sector collective bargaining, resolving conflicting interests within an organization and across organizations. This course will also explore ethical issues in negotiation.

Learning Outcomes

On completion of this course, students will be able to:

1. Understand the basic theories about negotiation
2. Recognize and understand the ethical issues in negotiation
3. Recognize the strategies of distributive and integrative bargaining, and the appropriate use of each approach
4. Analyze negotiations in a variety of contexts
5. Enhance their personal negotiation skills

Measurement of Learning Outcomes

1. Group project requires students to develop a negotiation exercise and prepare relevant teaching notes. In the process, students have to understand important analytical lessons about particular dynamics of negotiation, different negotiation tactics and strategies and the appropriate use of them by each party to a negotiation.
2. In-class negotiation exercises require students to better understand how to analyze negotiations, develop negotiation strategies and improve negotiation skills through practices.
3. Additionally, article review and report on a negotiation will help assess students' comprehension of the substantive theoretical knowledge about negotiation.

Indicative Content

Negotiation fundamentals

Nature of negotiation. Distributive bargaining. Integrative Negotiation. Negotiation strategy and planning.

Negotiation subprocesses

Perception, cognition, and emotion related to the process of negotiation. Managing misperceptions and cognitive biases in negotiation. Communication before, during and after negotiation. Negotiation power. Ethics in negotiation.

Negotiation contexts

Negotiation within relationships. Forms of relationships. Managing negotiations within relationships. Parties in a negotiation. Agents and coalitions. Multiparty negotiations. Negotiation across cultures.

Individual differences and resolving differences

Gender and negotiation. Ethical concerns. Personality issues. Abilities of negotiators. Managing negotiation impasses. Managing negotiation mismatches. Third-party interventions.

Teaching Method/Class Activities

Presentations will be used to introduce students to relevant theories, concepts, and techniques. Cases, group discussions and experiential-in-class exercises address issues

related to negotiation. Students will be provided opportunities to practice and improve their negotiation skills in class.

Assessment

Class Attendance and Participation (10%)

Article Review and Presentation (15%)

Students have to identify and review an article relevant to negotiation. They have to write a one-page review of the article and present it to the class.

Report on a negotiation (15%)

Students have to find a real life negotiation from any source. Then, they have to describe and do a substantive analysis on the negotiation in three to four pages.

Graded in-class negotiations (30%)

There will be three negotiations that are conducted during class time; each negotiation carries 10%. Information about the negotiation will be given to students before class and students are expected to come to class ready to negotiate. Negotiation processes will be videotaped for feedback discussion and assessment of both individual and team performances.

Group project (30%)

Each group will have to create a negotiation exercise and prepare relevant teaching notes. The teaching note should identify key learning objectives, debriefing questions, confidential instructions and roles for each party, and instructions for running the exercise.

Required text

Lewicki, R.J., Barry, B., & Saunders, D.M. *Essentials of Negotiation*, 4th edition, McGraw-Hill, 2007.

Supplementary Reading List

Fisher, R., Ury, W & Patton, B. *Getting to Yes*, 2nd edition. Boston, MA: Houghton Mifflin, 1991.

Kolb, D.M. & Williams, J. *Everyday Negotiation: Navigating the Hidden Agendas in Bargaining*, Jossey Bass, 2003.

Mnookin, R.H., Peppet, S.R. & Tulumello, A.S. *Beyond Winning: Negotiating to Create Value in Deals and Disputes*, Harvard University Press, 2000.

Thompson, L. *The Mind and Heart of the Negotiator*, 3rd edition. Upper Saddle River, NJ: Prentice-Hall, 2005.