



Business Administration

Course Number:	BUAD 201
Course Title:	CONFLICT RESOLUTION AND NEGOTIATION
Credits:	3
Calendar Description:	This course focuses on interpersonal communication theory and skills required to interact effectively with others, plan and conduct interviews and meetings, develop relationships with diverse clients and colleagues, resolve conflict, manage and respond to anger, and negotiate effectively in the work environment. Students will learn to approach the client relationship and the resolution of conflicts cooperatively and collaboratively. <i>(also offered by Distance Education)</i>
Semester and Year:	Winter 2015
Prerequisite(s):	No
Corequisite(s):	No
Prerequisite to:	No
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	Required - BBA, Human Resources Management option Elective - Diploma, Human Resources Management option
Substitutable Courses:	No
Transfer Credit:	No
Special Notes:	
Development Date:	
Revision Date:	December 2011
Chair's Approval:	

Professors

Name	Phone number	Office	Email
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Learning Outcomes

Upon completion of this course students will be able to:

- Develop critical interpersonal skills for effective client and colleague communication and the prevention and/or resolution of conflicts within the workplace
- Demonstrate competency in the use of various communication-focused conflict management skills (collaborative language, questioning, clarifying, listening, asserting, problem-solving, acknowledging feelings, empathizing, summarizing, describing behaviours, 'I' language, and reframing)
- Assess personal beliefs/attitudes around conflict and the impact they have on conflict behaviour, identify various conflict styles broadening the range of ways to solve conflict effectively, use a conflict resolution model with the emphasis on and use of communication skills to approach the resolution of workplace conflicts cooperatively and collaboratively
- Understand how complexities affecting communication (e.g. culture, gender, power) impact conflict management and negotiation
- Develop strategies to constructively manage anger, emotions and stress and to diffuse anger in others
- Understand and apply the process for conflict resolution and negotiation from an interest-based perspective, differentiating among interests, issues and positions
- Explain and practice the elements (steps) in an interest-based approach to resolving conflict and negotiating agreements in the workplace
- Develop strategies to manage unwillingness to resolve in ourselves and others, and to deal with impasse, difficult behaviours and unfair tactics
- Describe the continuum of methods and models for resolving conflict
- Develop a process for continuous learning about conflict in the workplace.

Evaluation Procedure

Participation	25%
Assignments	25%
Case analysis	20%
Final Exam	30%
Total	100%

Notes

Your individual participation mark is made of a combination of multiple components like in class assessments and activities, contribution to class and cases discussions, and dedication to your own learning through role plays and simulations – Refer to evaluation guidelines for more details.

All assignments and graded case analysis are mandatory.

Final exam is mandatory. It can comprise cases or scenarios analysis, multiple choice questions, true-false-why questions and development questions. You must achieve a passing grade (50%) at the final exam to be able to pass the course.

Required Texts/Resources

Mandatory:
 Mandatory : Essentials of Negotiation, Authors: Lewicki; Barry; Saunders; Tasa, Division : McGraw-Hill Higher Education / ISBN-13: 978-0-07-097996-3 © 2011 | Canadian Edition

- Negotiation – Custom course package to accompany Essentials of Negotiation, Lewicki, McGraw-Hill Higher education /ISBN-13: 9781259272707

Strongly Recommended:

- Getting to Yes: Negotiating Agreement Without Giving In / Fisher & Ury / Publisher: Penguin (Non-Classics) (December 1, 1991) / ISBN-13: 978-0140157352
- Beyond Reason / Roger Fisher & Daniel Shapiro / Publisher: Viking Adult (October 6, 2005) ISBN-13:978-0670034505
- Introduction to type, Myers Isabel Briggs
- Introduction to Type® in Organizations / Myers Brigg

Course Schedule

Date		Topic	Textbook
Week of:		Mon. Jan 5 Classes begin Family Day Feb 9 & Feb 10 to 13 Reading Break – no classes Good Fri. Apr 3 & Easter Mon. Apr 6 – no classes Tues. Apr 14 Last day of regularly scheduled classes	
Jan	5	Introduction – Course Overview Fundamentals on Conflict and Negotiation	Ch 1
	12	Fundamentals: Distributive Approach	Ch 2
	19	Fundamentals: Integrative Approach	Ch 3
	26	Fundamentals: Planning	Ch 4
Feb	2	Case Analysis in Negotiation	Case
	9 - 13	READING BREAK: no classes	
	16	Case Analysis in Negotiation	Case
	23	Individual Factors: Perception, Emotions, Biases Framing	Ch 5
Mar	2	Communication, Trust, Reputation Power, Persuasion, Influence	Ch 6, 7
	9	Multiparty and Team	Ch 10
	16	Ethics Third Party: Agent	Ch 9
	23	Dispute : Mediation	Ch 8
	30	Cross Cultural	Ch 11
Apr	6	<i>No class on Monday April 6</i> Case Analysis - Review Best practices / Integration	Ch 12
	13	Review (Tues. Apr 14 Last day of regularly scheduled classes)	
	17 - 25	Final Exam Period	

SKILLS ACROSS THE BUSINESS CURRICULUM

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

STUDENT CONDUCT AND ACADEMIC HONESTY

What is the Disruption of Instructional Activities?

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

What is Cheating?

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

What is Plagiarism?

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

What are the Students’ Responsibilities to Avoid Plagiarism?

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format www.okanagan.bc.ca. Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6th edition (2009). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

What are the Penalties for Plagiarism and Cheating?

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.