



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:	FALL 2023
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:	No
Development Date:	May 2002
Revision Date:	June 2018

Chair's Approval: 

Professors

Name	Phone number	Office	Email
Sylvie Vidailiac <i>Course Captain</i>	250-762-5445 x4617	B 133	svidailac@okanagan.bc.ca

Learning Outcomes

Upon completion of this course students will:

- have knowledge and skills, strategies and techniques for conflict management and negotiation.
- discuss the influence of emotions, perception, personality and culture on conflict and negotiation.
- have an ability to apply negotiation skills to bargaining situations.
- understand of the mediation and collaborative process and techniques.
- have the ability to apply communication-focused conflict management skills.
- have the ability to assess strategies and tactics for addressing interpersonal conflicts and bargaining situations.
- evaluate ethical perspectives on power, persuasion and trust within a negotiation context.

Course Objectives

This course will cover the following content:

See course schedule

Evaluation

Preparation and Participation (in class activities)	20%
Term Test*	20%
Journal	10%
Negotiation Analysis (group)	20%
Final Exam*	30%
Total	100%

*** Students must receive a passing grade, that is, at least 50% of the weighted average of the tests and final exams in order to pass this course**

Notes

The individual participation mark includes multiple term work components such as role playing, class activities and contribution to classroom discussions and demonstrated dedication to your own learning through class preparation.

Peer evaluations are required for all group assignments via peer appraisal form. A student may be assigned 0% based on the peer appraisal noting non-participation by a group member(s) if the professor deems this necessary.

All assignments must be delivered via the Moodle dropbox on or before the due date. Late assignments will not be graded.

Required Texts/Resources**Mandatory:**

Essentials Of Negotiation, 4th Edition

1260065871 · 9781260065879

By Roy J. Lewicki, Kevin Tasa, Bruce Barry, David M. Saunders

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Recommended

Getting to Yes: Negotiating Agreement Without Giving In / Fisher & Ury

<https://www.williamury.com/books/getting-to-yes/>

Course Schedule

Date		Topic	Textbook
2023 Week of		Wednesday September 6, First day of class / Friday September 15, Last day to register for Fall 2023 / Monday Oct. 2 & Monday Oct. 9 & Monday Nov. 13, Statutory Holiday (no classes) / Friday October 27, Last day to withdraw from class without academic penalty / Thursday December 7, Last day of class	Chapter(s) and assignments
01	Sep 6-8	Course Introduction	
02	Sep 11-15	The Nature of Negotiation & Conflict	Ch 1
03	Sep 18-22	Distributive Bargaining	Ch 2 Practice
04	Sep 25-29	Integrative Negotiation	Ch 3 Practice
05	Oct 2-6	Negotiation and Conflict - Planning and Strategy	Ch 4 Practice
06	Oct 9-13	Movie analysis - Preparation	Test 1
07	Oct 16-20	Individual Differences: Know Yourself and Your Counterpart Perception, Cognition, and Emotion	Ch 5 Ch 6 Activity
08	Oct 23-27	Communication Process and Outcomes	Ch 7 Activity
09	Oct 30-Nov 3	Negotiation Power and Persuasion. Introduction to mediation	Ch 8 Journal due
10	Nov 6-10	The Dynamics of Disputes and Third-Party Help	Test 2 Ch 9 Practice
11	Nov 13-17	Multiparty, Coalitions, and Team Negotiations	Ch 11 Practice
12	Nov 20-24	Confronting the Dark Side: Deception and Ethical Dilemmas	Ch 10 Practice
13	Nov 27-Dec 1	Managing Difficult Negotiations Best Practices in Negotiations	Ch 12 & Ch 13 Movie Analysis project due
14	Dec 4-7	Course Conclusion	

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, 7th edition (2019)). 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.