

**Business Administration Department**  
**Course Syllabus**

---

<b>Course Title</b>	Negotiation
<b>Course Code</b>	BUS355/PSY355
<b>Prerequisite</b>	BUS112.1 or FYS211
<b>Course Duration</b>	Spring 2017 (One semester)
<b>Number of Credit Hours</b>	6

### **Course Description**

This course introduces to students a powerful and proven process for dealing more effectively with disputes around business decision-making. Based on mediation and negotiation techniques, these innovative conflict resolution strategies will dramatically improve student's ability to achieve effective outcomes when they respond to customers', employees' or other discontent or avoid adverse reactions by engaging concerned individuals before problems develop. Students will participate in various simulation exercises, associated with important concepts and strategies of consensus building process and negotiation. The course is heavily practice-based and requires combination of prior preparation and active in-class participation.

### **Course Objectives**

1. Introduce students to the analytical framework and concepts necessary to understand the complexity and dynamics of negotiation
2. Improve ability to analyze negotiations in a variety of contexts
3. Learn to balance the implicit tradeoffs of competition and cooperation inherent in most negotiations
4. Introduce students to a variety of tactics and strategies employed in negotiations
5. Improve ability to conduct successful negotiations
6. Learn to recognize more opportunities to negotiate
7. Understand basics of Conflict Management, Conflict Resolution and Mediation

### **Course Materials**

#### Required:

Lewicki, R.J., Barry, B. and Saunders, D.M. (2010). Negotiation. New York: McGraw-Hill Scientific.

#### Complementary:

Benoliel, M. (2014). Negotiation Excellence: Successful Deal Making (2nd Edition). Hackensack, NJ: World

Fisher, R., Ury, W. and Patton, B. (1991). Getting to Yes: Negotiating Agreement without Giving In, 2nd ed., Houghton Mifflin.

McConnon, S., McConnon, M. (2008). Conflict Management in the Workplace: How to Manage Disagreements and Develop Trust and Understanding. UK: How To Books.

**Additional readings and materials will be distributed in advance.**

### **Course Requirements and Grading Component**

Attendance and Class Participation	20%
Group Paper and Presentation	30%
Individual Journal	50%

### **Grading Policies (AUCA Grading System)**

	<b>POINTS</b>	<b>GRADE</b>	<b>QUALITY POINTS</b>
A	100-93	Excellent	4.00
A-	92-90	Excellent	3.67
B+	89-87	Good	3.33
B	86-83	Good	3.00
B-	82-80	Good	2.67
C+	79-77	Average	2.33
C	76-73	Average	2.00
C-	72-70	Average	1.67
D+	69-67	Poor	1.33
D	66-61	Poor	1.00
D-	62-60	Poor	0.67
F	below 60	Failure	0.00

### **Grading Component Explanatory Notes**

#### **Attendance and Class Participation (20%)**

This component of the grade is divided equally between participation in negotiation exercises and the quality of your contribution to class discussion. Attendance: You must attend all class sessions and negotiation exercises. Unexcused absences are not permitted. The excused absence means **Official Certificate** submitted with valid date and stamp.

**Contribution is based on the quality insights to class discussion, exercise participation, as well as effective preparation, planning, assignment completion, and attendance.** Students are expected to: arrive on time for class; attend all classes; submit all materials on time and in the manner requested; be fully attentive and engaged in the class (no computer surfing, IM, chatting, side bars, etc.); actively participate in class, provide a high quality of comments and questions to class discussions and activities; participate in assigned negotiations. You are evaluated on the sincerity of your efforts and compared to others in the same role

**\*It is very important and critical to prepare reading materials before coming to class. The class is very interactive and requires basic understanding of course materials. Therefore, each student is responsible**

**for preparation of reading assignments before lectures and seminars each week. Please, read, reflect and contribute actively to class discussions.**

### **Group Project and Presentation (30%)**

In the beginning of semester students will receive instructions along with assessment criteria for the group project. Students have to make written report and presentation before the Spring Break. Detailed schedule will be discussed with students. Before that students should:

1. Divide into groups of 4-5 people
2. Choose group leader
3. Group leader should send an email to instructor ([nagornova\\_a@auca.kg](mailto:nagornova_a@auca.kg)) mentioning name of students in the group by **5 pm, January 24, 2017 (Tuesday)**.

Two-way group communication with instructor via email should be cared out by group leader, who will summarize questions, comments, remarks from ALL group members and request for individual group meeting.

### **Individual Journal on Negotiation Simulation Exercises (50%)**

Individual journal consists of students own experience in each negotiating simulation exercise during the course. It essentially asks you to describe an actual, personal negotiation experience that you undertook during this course (NOT BEFORE!). The length of essay on each simulation exercise should not be more than two pages. The questions for journal essay will be given in advance along with assessment criteria. Students are responsible for writing Journal Essay after every simulation exercise. The due date for submission is **5 pm, May 8, 2017 (Monday)**.

### **Course Policies and Regulations**

AUCA academic policies are well-described on official web-site (<https://auca.kg/en/aam/#APP>). This course is governed by the AUCA published policies.

**Academic Honesty:** AUCA is committed to high standards of academic honesty. Students will be held responsible for violations of these standards. Please refer to the university's academic honesty policies for a definition of academic dishonesty and potential disciplinary actions associated with it.

**Disturbances:** Since every student is entitled to full participation in class without interruption, disruption of class by inconsiderate behavior is not acceptable. Students are expected to treat the instructor and other students with dignity and respect, especially in cases where a diversity of opinion arises. Students who engage in disruptive behavior are subject to disciplinary action, including removal from the course.

**Student Assignments:** Student assignments and/or projects will be retained for the purpose of academic assessment. **No Late Assignments are accepted.**

**Partial Absence:** At the discretion of the Instructor, grading can be reduced for students who regularly arrive late for class and/or leave class early.

**Plagiarism** is using another person's words or ideas without telling the reader. This applies not only to books and articles, but also to sources from the internet, or copying work from your fellow students. Those who are

discovered cheating or plagiarizing will normally receive a failing grade for the entire course and may even be subject to dismissal. Please respect your sources, your audience and yourself.

**Note:** WIKIPEDIA is NOT a source for academic referencing and can only be used in conjunction with other source referencing.

### Tentative Course Schedule

\*Instructor reserves a right to modify course syllabus and schedule throughout the course. Students will be informed accordingly in advance.

Week/Dates	Lecture/ Seminar	Topic	Readings
1 January 16, 2017 – January 20, 2017	L	<b>Introduction to Negotiation</b> <ul style="list-style-type: none"> <li>• Overview of Course Structure</li> <li>• Introductory Lecture</li> </ul>	N/A
	S	<b>Discussion and Kick-Off Simulation</b> <ul style="list-style-type: none"> <li>• BATNA</li> <li>• Structure of negotiations</li> <li>• Dimensions of negotiations</li> <li>• Negotiation process</li> <li>• Creating and claiming value</li> <li>• Logrolling</li> <li>• Efficiency of negotiators</li> </ul>	Chapter 1 – The Nature of Negotiation, pp. 1-31. + Review Class Materials
2 January 23, 2017 – January 27, 2017	L	<b>Distributive Bargaining: Claiming Value in Negotiation</b> <ul style="list-style-type: none"> <li>• Characteristics of distributive negotiation</li> <li>• Strategies and tactics for claiming value in negotiation</li> </ul>	Chapter 2 – Strategy and Tactics of Distributive Bargaining, pp. 32-70
	S	<b>Discussion &amp; Simulation</b>	Review Class Presentation Materials
3 January 30, 2017 – February 2, 2017	L	<b>Integrative Bargaining: Creating Value in Negotiation</b> <ul style="list-style-type: none"> <li>• Characteristics of integrative negotiation</li> <li>• Strategies and tactics for maximizing economic and social outcomes (creating and claiming value)</li> </ul>	Chapter 3 – Strategy and Tactics of Integrative Negotiation, pp. 71-106
	S	<b>Discussion &amp; Simulation</b>	Review Class Presentation Materials
4 February 6, 2017 – February 10, 2017	L	<b>Dealing with Obstacles and Complicating Factors: Nonverbal Communication and Lie Detection</b> <ul style="list-style-type: none"> <li>• Practical implications of current research on nonverbal communication</li> <li>• Learning how to understand nonverbal communication and detect deception in negotiation</li> </ul>	Chapter 9 – Ethics in Negotiation, pp. 252-295
	S	<b>Discussion &amp; Simulation</b>	Review Class Presentation Materials

5 February 13, 2017 – February 17, 2017	L	<b>Dealing with Obstacles and Complicating Factors: Rationality and Cognition</b> <ul style="list-style-type: none"><li>• Demonstration of selected biases that subconsciously affect our decision making particularly during information acquisition</li><li>• Information processing stage</li><li>• Learning how to deal with biasness</li></ul>	Chapter 5 – Perception, Cognition, and Emotion, pp. 138-171
	S	<b>Discussion &amp; Simulation</b>	Review Class Presentation Materials
6 February 20, 2017 – February 24, 2017	L	<b>Dealing with Obstacles and Complicating Factors – Cross-Cultural Negotiation</b> <ul style="list-style-type: none"><li>• Increasing the complexity of negotiation by adding cross-cultural framework and settings</li><li>• Study on perception</li></ul>	Chapter 16 – International and Cross-Cultural Negotiation, pp. 441-473
	S	<b>Discussion &amp; Simulation</b>	Review Class Presentation Materials
7 February 27, 2017 – March 03, 2017	L	<b>Dealing with Obstacles and Complicating Factors – Multiparty Negotiation</b> <ul style="list-style-type: none"><li>• Increasing the complexity of negotiation by adding number of participants</li><li>• Dealing with differing interest structures, coalition building and satisfaction of constituencies</li></ul>	Chapter 13 – Multiple Parties and Teams, pp. 376-402
	S	<b>Discussion &amp; Simulation</b>	Review Class Presentation Materials
8 March 06, 2017 – March 10, 2017	L	<b>Business Negotiation Strategies</b> <ul style="list-style-type: none"><li>• How to negotiate business deals better?</li><li>• 3D-Negotiation strategies</li><li>• How to negotiate salary?</li></ul>	N/A
	S	<b>Discussion &amp; Simulation</b>	Review Class Presentation Materials
9 March 13, 2017 – March 17, 2017	L	<b>Students’ Group Presentations</b>	N/A
	S		Review Class Presentation Materials
10 March 20, 2017 – March 24, 2017 Spring Break			
11 March 13, 2017 – March 17, 2017	L	<b>Conflict Management at the Work Place</b>	TBD
	S	<ul style="list-style-type: none"><li>• Understanding Conflict</li><li>• Why conflicts emerge?</li></ul>	Review Class Presentation Materials
12 April 03, 2017 – April 07, 2017	L	<b>Communication in Conflict Management</b>	TBD
	S	<ul style="list-style-type: none"><li>• Conflict resolution games</li><li>• Communication activities</li></ul>	Review Class Presentation Materials
13	L	<b>Trust-Building in Conflict Management</b>	TBD

<b>April 10, 2017</b> – <b>April 14, 2017</b>	S	<ul style="list-style-type: none"><li>• Conflict Resolution games</li><li>• Trust-building activities</li></ul>	Review Class Presentation Materials
<b>14</b> <b>April 17, 2017</b> – <b>April 21, 2017</b>	L	<b>Overcoming Cultural Barriers in Negotiation</b> <ul style="list-style-type: none"><li>• Cross-cultural communication techniques</li><li>• Negotiation skills from international business</li></ul>	TBD
	S		Review Class Presentation Materials
<b>15</b> <b>April 24, 2017</b> – <b>April 28, 2017</b>	L	<b>Conflict Resolution</b> <ul style="list-style-type: none"><li>• Four steps to conflict resolution</li><li>• Four-step model to build for maximum win-win</li><li>• fast track to collaboration</li><li>• dealing with power plays</li></ul>	TBA
	S		Review Class Presentation Materials
<b>16</b> <b>May 1, 2017</b> – <b>May 5, 2017</b>	L	<b>Conflict Prevention and Mediation</b> <ul style="list-style-type: none"><li>• preventing conflict</li><li>• the pitfalls of making assumptions and mind reading</li><li>• deal with the small cracks before they erupt</li><li>• see life through the eyes of the other</li><li>• take responsibility for your needs</li></ul>	TBD
	S		Review Class Presentation Materials
<b>Submission of Individual Journal</b> <b>May 8, 2017</b>			