



ACOM 7324: Negotiation

ACOM 7234 9H1 - 301031 – **Summer 2020, Online**

Synchronous Virtual Meetings using Zoom on:

Friday, June 19th from 6 to 8 PM
Saturday, June 20th from 10 AM - Noon
Friday, July 17th from 6 to 8 PM
Saturday, July 18th from 10 AM - Noon

3 Credit Hours

Syllabus subject to change

Instructor: Dr. Bailey M. Oliver

Email: bmoliver1@ualr.edu

Office: Speech Bldg., Room 230

Business Hours Contact: (501) 683-7264

Weekends Contact: via email

Office Hours:

Online virtually - by appointment (email to setup)

Course Objectives

This course was carefully designed alongside and in conjunction with the goal of the Department of Applied Communication to “foster the co-creation of better social worlds through positive communication”. As such, this course will help you:

- Define negotiation and its underlying principles according to theorists
- Explain the various approaches to negotiation and identify which approach leads to more civil and productive interactions
- Identify the influence of gender, sex, culture, and emotions in negotiations
- Describe how negotiation functions differently within organizations/the workplace
- Apply learned practices of successful and civil negotiation to both in class simulations and outside real-world situations

Catalog Course Description

Examination of the nature of conflict and presentation of theories and techniques of negotiation as a method of resolving or managing conflict. Students will analyze cases of negotiation at many levels and engage in negotiation simulations including topics such as buying and selling, contracts, group decision making, plea bargaining, and organizational creation. Emphasis is on solving problems through negotiation and consideration of the role of third parties.

Textbook & Readings

- Fisher, R., Ury, W. L., & Patton, B. (2011). *Getting to Yes*. ISBN: 9780143118756
- Shell, C., & Cash, W. B. (2000). *Bargaining for Advantage*. ISBN: 9780140281910
 - Note: There are also earlier/newer versions of these books that may be used as well, although page numbers and all content may not correspond correctly.
- **Required Online Readings** (will be available on Blackboard)

Blackboard/UALR Email/Zoom

As an online class, a large required part of this course is accessing announcements, updates, assignments, video lectures, and grades through Blackboard. The Blackboard website provides vital announcements, assignment handouts/rubrics, and a course calendar—information that may not be discussed in emails. You should check our Blackboard page daily. You should access the Blackboard website within the first two days of the start of our semester.

In order to get key course announcements, you also **MUST** regularly access your UALR-sponsored email address. If you want to use an alternate email, you must redirect your UALR email address. Furthermore, students must regularly clean out their email accounts so that they are able to receive course announcements. ***Do not send emails to me through Blackboard.*** The only way to contact me is by emailing bmoliver1@ualr.edu

For synchronous meeting, we will be using Zoom. Please set up a username and password using your UALR email address. You should do this in advance to our first virtual meeting. You can download Zoom to your laptop or phone and set up a free account at <https://zoom.us> Links to access our virtual class meetings using Zoom will be posted to our Blackboard page and emailed to you. If you have any questions about using this virtual tool, please reach out to me via email.

Assignments

Grades will be calculated based on the following assignments. There are 300 total possible points for this course with the following grade breakdown:

Discussion Leader Questions, 2 sets at 10 points each	20 points
Discussion Answers, 5 at 5 points each	25 points
In Class Negotiation #1, Preparation Materials	20 points
Outside Negotiation Reflection Paper	60 points
In Class Negotiation #2, Preparation Materials & Group Negotiation	75 points
Final Paper	100 points
Total	300 points

In Class Negotiation #1:

Preparation Materials, 20 points total.

You will be participating in two in-class virtual negotiations via Zoom. You will receive instructions for your role in each of these role-play negotiations the week prior. Make sure to read the materials and prepare your negotiation strategy well in advance of class. An essential part of negotiation is preparation. Preparing for a negotiation means much more than simply reading the materials distributed to you. Preparing may include researching an organization, a career position, laws or statutes, media or news articles, etc and role playing potential strategies to use during the negotiation. As you will learn in class, preparation is one necessary step of many required in the practice of negotiation. The more you prepare for a negotiation, the better your ultimate outcome will be. For these two negotiations, you must submit materials that display your preparation. You will upload these materials to Blackboard by 8 AM the morning of each negotiation. **Your preparation materials must include:** **a)** a detailed description of any research you conducted for your role/the negotiation scenario; **b)** a description of your (or your client's) interests; **c)** your estimation or assumption of the interests of your negotiation counterpart(s); **d)** your resistance, aspiration, and status quo/BATNA points; **e)** a discussion of your goals and strategy for the negotiation. See dates for negotiations at the end of this document in the course schedule.

Discussion Boards

2 sets of questions at 10 points each, 20 points total.

5 discussion answers at 5 points each, 25 points total.

We will read quite a few articles throughout this course. Class participation requires you not only to engage in discussions about these articles during virtual meetings, but to also pose discussion questions and answers for the entire class online via our Blackboard Discussion Boards. You will be assigned two articles that you will need to read thoroughly, and then derive at least two thought-provoking discussion questions for each article. You will post your discussion questions in the “discussion board” section of our Blackboard by Tuesday of that corresponding week. Your discussion questions should be analytical, culturally relevant, methodological, and/or ask theoretically significant questions. Articles will be assigned prior to our first meeting and a handout further detailing this assignment will be provided on our Blackboard page.

In addition to posting 2 sets of discussion questions across the semester, you will also be required to answer one (1) discussion question posted by a classmate each week. Your answers should be thorough, detailed, reference course content and readings, and should contribute academically to the conversation started by your classmate. Each answer to a discussion question should be at least one paragraph in length (5 – 8 sentences). Be sure to answer the discussion board question of your choosing originally posted and not merely reply to someone else’s reply. Further details about this assignment will be provided on our Blackboard page.

Outside Negotiation Reflection Paper: 60 points total.

You will be tasked with engaging in a few real life negotiations. You will be given instructions for these outside negotiations after our first weekend of virtual class. These negotiation exercises will instruct you on what, how many, and at times whom to ask or negotiate with or for. You will then be asked to write a short paper (3-6 pages in length) reflecting on your experience in these out of class negotiation activities. You will be provided a list of questions to help spur your reflection, and you will also be expected to address relevant research/theory/concepts in the paper as they relate to your experiences during these negotiations. Further instructions, an assignment rubric, and an instructional video for this assignment will be posted to Blackboard.

In Class Negotiation #2:

Preparation Materials (20 pts), Group Negotiation (55 pts), 75 points total.

For your second negotiation (In Class Negotiation #2), you will be placed in a group to engage in a multi-party, two-group negotiation held virtually through Zoom. You will be given instructions for your role and information pertinent to your negotiation scenario (including information about the roles of others involved) at least one week in advance. You can discuss your negotiation strategy with some of your other group members if applicable, but you all should have unique preparation materials. For example, your research and interests may look different from your group members’, depending on your role and the instructions you are given about your role. In other words, the preparation materials are an individual assignment you will submit, but the actual negotiation will involve the whole group working together. You will receive up to 20 points for your preparation materials (see instructions above in the “In Class Negotiation #1” section) and your group as a whole can earn up to 60 points based on your negotiation performance during class.

Final Paper:

100 points total.

Your final paper will be an analysis of an existing, prior negotiation. The negotiation you choose should have been dealt with in some public manner (so you can locate documents, information, and research on it, without needing IRB clearance). The negotiation may be local, such as the ESTEM-UALR co-campus settlement, or negotiations after the mass UAMS position and budget cuts. Or it may have been dealt with on a national or international level, such as Trumps US-Mexico tariffs or any international trade deals, the Illinois Operating Budget Negotiation of 2016, company mergers (like AT&T-Warner or Fox-Disney), teacher/union-school board/state strikes, Apple/US Publishers Lawsuit of 2012, Chen Guangcheng negotiation talks, BREXIT, Iran

Prisoner Swap of 2014, 2016 Oregon Protests, Writers Guild Strike of 2008, USA-NATO negotiation of 2018, etc. It is imperative that you research your topic prior to starting your paper to ensure you can locate enough information on how the negotiation was handled. You may even informally conduct your own research prior to writing your paper, such as talking with a parent you know of a current ESTEM student. This should be an 8-10-page paper that analyses how the negotiation played out, and what mistakes, challenges, or strategies were important to the negotiation outcome(s). You will be required to apply theories and practices discussed in our course to your analysis, as well as providing recommendations for how these parties could have been more civil and constructive in their negotiation tactics. Further instructions, an assignment rubric, and an instructional video for this assignment will be posted to Blackboard.

Grading Policy*

Generally, in the course, ‘excellent’ work earns “A” grades, ‘good’ work earns “B” grades, ‘average’ work earns “C” grades, ‘below average’ work earns “D” grades, and ‘unacceptable’ work earns an “F” or “0” grade. [More specific guidelines as to what counts as ‘excellent’ and ‘good’ will be explicated in class or presented to you on a handout before each assignment.] **Due to course policy, I cannot offer extra credit.**

A -	90-100 Percent	269-300 points
B -	80-89 Percent	239-268 points
C -	70-79 Percent	209-238 points
D -	60-69 Percent	179-208 points
F -	0-59 Percent	0-178 points

***Because of the university’s move to credit/no-credit grading this semester, due to the changes in instruction necessitated by the Covid-19 virus, you are eligible to contact me about switching to a Credit/No Credit grading, instead of a letter grade. You MUST contact me if you wish to change from our current A-F grading system to C/NC. Please note that receiving a C/NC cannot improve your GPA (so keep this in mind if you were using this semester to improve your GPA to get out of academic probation or meet/maintain scholarship requirements.) – C/NC will also not negatively impact your GPA. I have outlined below what you would need to do to pass the class with a “Credit” grade. If you do not meet both of these criteria, you would receive a “NC” or no-credit for the class if you chose to use this grading system instead of the A-F grading system.**

1. Your total completed work for the semester must be at a C or better level, with at least 209 points earned towards the 300 possible.

2. You must complete the final paper and final negotiation (Negotiation #2) for the class.

My suggestion is that if you think you will earn either an A or a B in the class, to not switch over to the C/NC option, since the C/NC grade will not be computed into your total GPA.

If you are interested in doing this, please contact me by email at bmoliver1@ualr.edu by Monday, July 27 at 5:00 PM. If you are not a graduate student in the Applied Communication department, I suggest you contact your academic advisor or department chair before making this decision.

Course Policies

Participation and Attendance:

We will be engaging in a number of in-class activities via Zoom (such as in small group work, live negotiations, and group discussions) for which participation is REQUIRED. Your participation in this class includes every assignment from your presence during synchronous Zoom meetings, virtual class discussions and activities, to online assignment submissions, and live virtual small group and whole class activities. Students who are not present during virtual meetings, do not contribute to class activities or discussions, or who are tardy for those

virtual meetings or activities will not receive credit for them and their final grade will be negatively impacted as a result. In sum, you must be present for all virtual Zoom meetings *and* actively participate in them.

Makeup Policies:

All written assignments will be submitted online via Blackboard. As such, papers will **not** be accepted late for full credit or via email. Assignments may be turned in to Blackboard the following day for half credit (50% less credit) at most. Papers will not be accepted after two days from the original due date. I do not accept papers via email, so please do not ask. Blackboard is the only acceptable place to turn in online assignments. All papers must be typed and include a name for grading. In-class virtual assignments and attendance cannot be made up (see above section on Participation and Attendance). If you miss one of these assignments or a virtual meeting and have an *excused absence* (note from physician, attorney, police, judge, or an obituary/funeral program), you will be provided with an alternative assignment and will have 1-week from the missed day to submit the assignment in full. Live negotiations however cannot be made up.

Regular and Substantive Contact:

I am dedicated to interacting with my students to ensure their academic success. As such, I will remain in regular and substantive contact with you all throughout the semester by: posting video class lectures, sending weekly emails, and providing online feedback and grades within two weeks of an assignment submission. I will also be available for virtual office hours and via email throughout the semester.

Academic Integrity:

Cheating and plagiarism will not be tolerated. Plagiarism is the deliberate use of another's work as your own. This means lifting passages from books, journal articles, or other scholarly material without proper citations. I read these types of articles regularly and recognize the type of writing. Please also be advised that all work for this class must be **original to this class**. You may not recycle papers or work from other courses you've taken, including if you are taking this course over again. This also means you cannot take sections from previous papers you have written and drop them into papers for this course. This behavior is considered to be academically dishonest and/or plagiarism as well. If you have any questions about these policies, please contact me. All material in this course- discussion questions, negotiation preparation materials, and paper submissions will be reviewed for plagiarism.

Student Conduct:

I want to build a classroom climate that is comfortable for all. In a communication class, it is *especially* important that we (1) display respect for all members of the classroom – including the instructor and students, (2) pay attention to and participate in all class sessions and activities; (3) avoid unnecessary disruption during class time (e.g., having private conversations, reading other course work or outside materials, surfing the internet, doing work for other classes, making/receiving cell phone calls, text messaging, social media, leaving the room instead of focusing and engaging the in virtual meetings, etc.); and (4) avoid racist, sexist, homophobic or other negative language that may unnecessarily exclude members of our campus and classroom. This is *not* an exhaustive list of behaviors; rather, it represents examples of the types of things that can have a dramatic impact on the class environment. Your final grade may be reduced by 1% *each time* you engage in these sorts of behaviors (via discussion boards, submitted assignments, or in-class virtual discussions). Further, students who are verbally or physically aggressive towards the instructor or another student before, during, or after class, or virtually will have their grade lowered by 25% *each time* they engage in this sort of behavior (and, if needed students engaging in such behaviors will be permanently removed from the class and the proper authorities notified). A breach of any of these student conduct expectations may also result in being sent to an academic disciplinary dean.

Please note that my office, our virtual classroom meetings, and all of our online spaces are all Safe Zones. Safe Zone spaces are locations where there is support and understanding, where bigotry and discrimination are not tolerated. I am a trained Safe Zone supporter and will not tolerate discrimination.



Students with Disabilities:

Students with Disabilities: Your success in this class is important to me, and it is the policy and practice of the University of Arkansas at Little Rock to create inclusive learning environments consistent with federal and state law. If you have a documented disability (or need to have a disability documented), and need an accommodation, please contact the Disability Resource Center (DRC) as soon as possible to discuss how to meet your specific needs and the requirements of the course. The DRC offers resources and coordinates reasonable accommodations for students with disabilities. Reasonable accommodations are established through an interactive process among you, your instructor(s), and the DRC. Thus, if you have a disability, please contact the DRC, at 501.569.3143 (V/TTY) or 501.683.7629 (VP). For more information, please visit the [DRC website](#).

Inclement Weather:

During inclement weather, UA Little Rock will make a decision whether or not to close based on all available information. The chancellor will decide whether or not conditions warrant canceling classes and activities and closing the campus or whether classes and activities will be canceled but with specified campus offices open. Online or web-enhanced classes will continue as scheduled at the discretion of the faculty member. The [UA Little Rock website](#), UA Little Rock email, the university's main telephone number (501.569.3000), and the Rave campus alert notification system are the official means of communicating information concerning weather-related closings. When necessary, the university will announce a separate decision about canceling night classes (those classes starting at 4:20 p.m. or later) by 2 p.m., if possible. The Policy Advisory Council of the University Assembly will recommend to the chancellor if and when missed undergraduate and graduate class days should be made up. In the event that the university is closed during a final examination day, the provost, in consultation with the Faculty Senate president, will reschedule any missed graduate or undergraduate final examinations with the exception of online exams which will continue as scheduled. Weather and road conditions vary from place to place. Employees and students are expected to exercise good judgment regarding the safety of travel when road conditions are affected by the weather.

As a fully online class, the above likely does not affect us as we are not meeting on campus nor face to face. However, if inclement weather prevents you from accessing the internet or power in general, please reach out to me and we can adjust deadlines that occurred during that time.

Assessment:

Please note that artifacts from this course (assignments, instructor completed rubrics, pre and post surveys, etc) may be used for programmatic assessment. However, student names will not be used in this process and no identifying information will be used in the reporting of findings.

Accepted Assignment File Types:

All assignments in this course must be submitted as .doc, .docx, or PDF files only. Blackboard will NOT accept links to Google Drive documents (Google Sheets or Google Docs) or .pages files. If you utilize Google Docs, you must download your assignment as a PDF or .docx first and submit that file. As a UALR student, you can also download Microsoft Word directly to your computer for free using the following link - <https://ualr.edu/itservices/applications/v/office365/>

Class Rules

- All readings will be completed prior to the corresponding virtual class meeting day/time
- All students will be present during virtual synchronous meetings and engage in the class actively. This means you will not engage in distracting activities such as surfing the internet, engaging with others, talking on the phone, or leaving the room during a virtual meeting. Your video and microphone should be turned on during all virtual meetings unless the instructor manually mutes the class. It is suggested that you be in a private room when engaging in virtual class meetings. Please reach out if there are extenuating circumstances barring you from this class policy.
- All written assignments will be typed, free of grammar/spelling errors, composed in APA format, and submitted electronically through our course Blackboard page
- All students will be professional and considerate of others and act in an appropriate and mature manner within our virtual classroom *and* throughout online class interactions.
- Emails will be composed using proper language and grammar, and will include a proper greeting.
Failure to do so will result in the deletion of the email without a response.
- Emails sent after 5 PM may not be responded to until after 8 AM the following morning.
- Questions about grading will be asked during virtual office hours, not through email or during class time.

Tentative Course Calendar

Week	Dates	Topic(s)	Readings	Assignments (due dates in red bold)
Week 1	Monday, June 8 - Sunday, June 14	Syllabus & Course Overview; Implicit Theories of Conflict Resolution		OL “Welcome Video 1 & 2” OL “Implicit Theories of Conflict Resolution” AOV “Discussion Boards” AOV “Final Paper”
Week 2	Monday, June 15 - Sunday, June 21	Underlying Theories & Principles of Negotiation The Practice of Negotiation	Volkema, 2009 Deutsch, 2006 Putnam, 2010	OL “Underlying Theories & Principles of Negotiation” OL “The Practice of Negotiation” AOV “Negotiation #1” Discussion Board Questions (if your turn) due Tues., June 16 Zoom Class – Fri., June 19 6-8PM Zoom Class – Sat., June 20 10-Noon Negotiation #1 during class, June 20 Discussion Board Answers #1 due Sun., June 21
Week 3	Monday, June 22 - Sunday, June 28	Practice of Negotiation Continued	<i>Getting to Yes</i> book read in full <i>Bargaining for Advantage</i> book read in full	OL “The Practice of Negotiation Pt 2” AOV “Outside Reflection Paper” Discussion Board Questions (if your turn) due Tues., June 23 Outside Reflection Paper due by 11:59 PM Sun., June 28 Discussion Board Answers #2 due Sun., June 28
Week 4	Monday, June 29 - Sunday, July 5	Sex & Gender in Negotiation	Kray & Gelfand, 2009 Small et al., 2007	OL “Sex & Gender in Negotiation” Discussion Board Questions (if your turn) due Tues., June 30 Discussion Board Answers #3 due Sun., July 5

Week 5	Monday, July 6 - Sunday, July 12	Culture & Negotiation; Negotiation in Organizations	Brew & Cairns, 2004 Imai & Gelfand, 2010 Marks & Harold, 2011	OL “Culture & Negotiation” OL “Negotiation in Organizations” Discussion Board Questions (if your turn) due Tues., July 7 Discussion Board Answers #4 due Sun., July 12
Week 6	Monday, July 13 - Sunday, July 19	Technology; Emotions & Negotiation	Belkin et al., 2013 Brooks & Schweitzer, 2011 Der Foo et al., 2004	OL “Technology & Negotiation” OL “Emotions & Negotiation” AOV “Negotiation #2” Discussion Board Questions (if your turn) due Tues., July 14 Zoom Class – Fri., July 17 6-8PM Zoom Class – Sat., July 18 10-Noon Negotiation #2 during class, July 18 Discussion Board Answers #5 due Sun., July 19
Week 7	Monday, July 20 - Sunday, July 26			Final Paper due by 11:59 PM Fri., July 24

OL = Watch Online Lecture

AOV= Assignment Overview Video