

PACS 4050.900, .901, .950 NEGOTIATION & DISPUTE RESOLUTION (Online)

Summer I/8 Week 2014

Professor's Contact Information

- Leslie R. Roberts, Senior Lecturer and ADR Program Curriculum Adviser
- Chilton Hall, room 263
- UNT Office Phone (940) 565-4010; Fax (940) 565-4663
- UNT Office hours – Tuesdays 9am-12pm or by appointment.
- When communicating electronically about the course, please communicate with the professor only through Blackboard Message.

About the Professor

Ms. Roberts is an attorney and mediator whose legal practice has encompassed international matters, regulatory and political matters, general business and transactional matters, and special education; mediation practice has included business, employment and family disputes.

Materials – Text, Readings, Supplementary Readings

- *Required texts* [Students must have access to all required texts to successfully complete the course.]
 - Deborah M. Kolb, Ph.D. and Judith Williams, Ph.D., *Everyday Negotiation*, (San Francisco: Jossey-Bass)
 - Fisher & Ury, *Getting to Yes*, (New York: Penguin Books)
 - William Ury, *Getting Past No*, (New York: Bantam Books)
- Supplementary readings – as assigned

Course Description

The course focuses on the fundamentals of non-litigation-based conflict resolution and negotiation strategies for a variety of business and personal settings. Students have the opportunity to further develop their negotiation skills through assigned readings, written assignments and exams, videos and online instruction. ***This course is 100% online.***

Instructional Methods

Online instruction consists of a variety of instructor's and other videos and written materials relating to the exercises, quizzes, discussion boards and written exams.

Course Requirements

Reading assignments: Each week's reading assignment must be completed prior to completion of all required work.

Exercises: Students must read the scenario and complete the exercise. Exercises require students to apply the negotiation skills addressed in the course.

Discussion boards: Discussion boards are assigned to stimulate critical and creative thinking about negotiation. Students will be graded on the quality of their posts.

Quizzes: Each quiz is designed to help students assess his/her understanding of the core concepts in the reading assignments.

Exams: There will be two (2) exams during the course.

Learning Objectives/Outcomes

At the end of this course, the student will *understand* and *demonstrate*:

1. negotiation as a process used by people;
2. all approaches to negotiation;
3. effective negotiation planning and preparation; and
4. ethical and trustworthy behavior in negotiation.

Teaching Philosophy

I am eager to engage students who are independent learners and thinkers and who are eager to improve their conflict resolution skills.

Technical Requirements/Assistance

The following information is provided to assist you in preparation for the technological aspects of the course.

Hardware and software necessary to use Blackboard Learn: <http://www.unt.edu/helpdesk>

Browser requirements:

<http://kb.blackboard.com/pages/viewpage.action?pageId=84639794>

Computer and Internet Literacy: http://clt.odu.edu/oso/index.php?src=pe_comp_lit

Necessary plug-ins: <http://www.unt.edu/helpdesk/bblearn/>

Internet Access with [compatible web browser](#)

Headset/Microphone (if required for synchronous chats)

Word Processor

Access and Log in Information

The course was developed and will be facilitated utilizing the University of North Texas Learning Management System, Blackboard Learn (BbL). To get started with the course, please go to: <https://learn.unt.edu>

Students must use their EUIDs and passwords to log in to the course. Students who do not know their EUID or have forgotten their password should go to: <http://ams.unt.edu>.

Student Resources

As a student, you will have access to:

- Student Orientation via Blackboard Learn. It is recommended that you become familiar with the tools and tutorials within the Orientation to better equip you in navigating the course.
- Blackboard's [On Demand Learning Center for Students](#) and [Blackboard Help for Students](#). It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.

Being a Successful Online Student

-[What Makes a Successful Online Student?](#)

-[Self Evaluation for Potential Online Students](#)

What Should Students Do First?

1. Go to the Home page and review: Welcome!, Getting Started, Technical Requirements of Course.
2. Students should submit the following information to the instructor via a **Blackboard Message** the first week of class:

Best phone number and email address for emergency alerts

How Students Should Proceed Each Week for Class Activities

Students should access Blackboard daily for announcements and messages regarding the course.

Student Support

The University of North Texas provides student technical support in the use of Blackboard and supported resources. The student help desk may be reached at:

Email: **helpdesk@unt.edu**

Phone: (940) 565-2324

In person: **Walk-ins @ Sage Hall (Room 130)**

Regular hours are maintained to provide support to students. Please refer to the website (<http://www.unt.edu/helpdesk/hours.htm>) for updated hours.

Communication

Information about the communication tools in the course and how they will be used:

Blackboard Messages

For all course-related questions, please read this syllabus carefully before seeking assistance. You must use the Message function in Blackboard for all electronic communications with your professor about the course. Should we communicate face-to-face or by phone, please restate your communication in a BbL Message so I may respond via BbL Message.

Students can expect a response from the instructor within 24-hours of sending a BbL Message *during business hours*. BbL messages may not be answered during the weekend.

If your concern is urgent *during business hours*, please call the office number provided and speak by phone or leave a message. If you leave a message *outside of business hours*, you can expect to receive a response no later than one full business day after the message is left.

Blackboard Announcements

Please check the Announcements frequently for updated information and changes.

The Golden Rule Applies: Please extend the receiver of your message the same courtesy you would expect to receive when communicating. Please read and consider the content of the message before responding. Profanity and insults are not effective negotiation tactics.

Assessments / Grading

Assessments

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course:

- Quizzes
- Exercises
- Discussion boards
- Exams

Exercises

Exercises are not timed and attempts are limited to the number provided in each assignment. A grade for each assignment will be awarded and posted in BbL.

Discussion Boards

Please read the Discussion Board Guidelines for guidance before beginning each discussion board assignment. Student posts are required to be submitted by the deadlines noted. Discussion board assignments are not timed and may be reviewed once the post is submitted, but not edited by the student. A grade for each discussion board will be awarded and posted in BbL.

Quizzes/Exams

Each quiz and the exams are timed. Please read the on-screen instructions carefully before you begin. After each quiz or exam is graded and released, the score will be posted in BbL.

Grading Scale

Total Points Possible for Semester = 310

279-310+ = A
248-278 = B
217-247 = C
186-216 = D
0-185 = F

Accessing Grades

Grades will be accessible to students after assigned course work is completed by all students and graded.

NEGOTIATION 4050.900, .901, .950 – SUMMER I/8 WEEKS 2014 - COURSE SCHEDULE

Week 1 – May 12-18, 2014

Negotiation Obstacles

- View:
Instructor's video:
What to expect in the course (texts, assignments, discussion boards, quizzes, mid-term, final exam)
Student learning outcomes
Students as experienced negotiators
Famous (infamous) negotiations
Different approaches to negotiation: negotiation diagram
Bargaining vs. collaboration
Review negotiation diagram and collaborative negotiation model
Relationships handout
Cartoon on relationships
"Getting to Yes" video
"JFK: Negotiation and Fear" video
- Review and think about:
Approaches to negotiation diagram
Collaborative negotiation model
Relationships handout
- View: "Getting to Yes" video; "JFK: Negotiation and Fear" video
- Complete:
Syllabus quiz
Discussion board – Introduce Yourself
Negotiation Quotient Survey
- Read:
Everyday Negotiation: Staying Out of Your Own Way
Getting to Yes: The Problem: Don't Bargain Over Positions
Getting Past No: Overview
- View: videos "Conflict Resolution"; "Escalation of a Conflict"; "Why Conflicts Escalate"
- Complete: *discussion board – Escalation of a Conflict*

Week 2 – May 19-25, 2014

Preparing to Negotiate

- Read:
Everyday Negotiation: Making Strategic Moves
Getting Past No: Prologue
Essentials of Negotiation: Negotiation Strategy and Planning
- View: instructor's videos – Strategy and Planning (parts 1-4)
- Complete: *quiz, discussion board, exercise*

Week 3 – May 26-June 1, 2014

From Bargaining to Collaboration

- Read:
Everyday Negotiation: Making Strategic Moves; Laying the Groundwork, Engaging Your Counterpart, Getting Collaboration to Work
Getting Past No: Turning Adversaries into Partners
Forging Relationships PDF
- View: videos “4 Magic Phrases” and “Negotiation: Discover Legitimate Interests”; instructor’s videos (parts 1-3)
- Complete: *quiz, discussion board, exercise*

Week 4 – June 2-8, 2014

Exam

- Review: exam review summary, all online content and reading assignments
- Complete:
EXAM

Week 5 – June 9-15, 2014

Collaborative Negotiation

- Read:
Getting to Yes: The Method
- Review: approaches to negotiation diagram; collaborative negotiation model
- View: videos “Getting to Yes”; “Discover Legitimate Interests”; “The Principles of Effective Leadership Communication”; instructor’s videos (parts 1-4)
- Complete: *quiz, discussion board, exercise*

Week 6 – June 16-22, 2014

Resisting Challenges

- Read:
Everyday Negotiation: Resisting Challenges
Getting to Yes: What If They’re More Powerful?, What If They Won’t Play?, What If They Use Dirty Tricks?
Getting Past No: Don’t React: Go to the Balcony; Don’t Reject: Go to Their Side; Don’t Reject: Reframe; Don’t Push: Build Them a Golden Bridge; Don’t Escalate: Use Power to Educate; course handout on Power
- View: instructor’s videos (parts 1-2)
- Complete: *quiz, discussion board, exercise*

Week 7 – June 23-29, 2014

Making It Work

- Read:
Everyday Negotiation: Crafting Agreements, Negotiating Change
Getting Past No: Turning Adversaries Into Partners
- View: instructor's video
- Complete: *discussion board, exercise*

Week 8 – June 30-July 3, 2014

Review and Final Exam

- Review: final exam review summary, instructor's video wrap-up and review
- Complete: *Negotiation Quotient Survey, **FINAL EXAM**, bonus quiz/SETE survey, SEI survey*

Course Evaluation

Toward the end of the semester, students will be able to complete a course survey.

Please logon to www.my.unt.edu and select SETE.

Scholarly Expectations

All works submitted for credit must be original works created by the student uniquely for the class. It is considered inappropriate and unethical to make duplicate submissions of a single work for credit in multiple classes, unless specifically requested by the instructor.

Resources

UNT Portal: <http://my.unt.edu>

UNT Blackboard Learn Student Resources: Technical Support: <http://www.unt.edu/helpdesk/>

UNT Library Information for Off-Campus Users:

<http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-off-campus-users>

UNT Computing and Information Technology Center:

<http://citc.unt.edu/services-solutions/students>

Computer Labs: General access computer lab information (including locations and hours of operation) can be located at: <http://www.gacl.unt.edu/>

Course Policies

Exercise / Discussion Board Policy

Students may discuss the exercise and discussion board assignments, but must create their own work product in their own words. Due dates for all course work are posted in the instructions connected to each assignment. Your work should be submitted in the submission section by using the “Submit” button at the end of each assignment. Students should complete work in a Word document and copy, cut and paste it in the page available in BbL.

Quiz / Exam Policy

Quizzes and exams are open-book and open-note; however, students may not discuss a quiz or exam with another student after accessing the quiz or exam at any time unless both have completed and submitted their answers.

Students may have the opportunity to attempt a quiz or exam an additional time if they lose their internet connection or have another technical problem beyond their control that prevents completion of the quiz or exam. The instructions for each quiz and exam will

address the number of attempts available and an appropriate course of action to take in the event of technical difficulties.

Late Work

The professor will base decisions regarding acceptance of and credit for late work consistent with UNT and course policies. An extension may be given under limited circumstances, including but not limited to, the student's or a close family member's illness or injury; death of a close family member; or other major life event. If a student believes he/she will miss or has missed assigned course work, the student must contact the professor within **two (2) days** after the course work's due date has passed. The student must provide written documentation of any such event upon request. If a student fails to timely contact the professor and/or provide the requested documentation, the student will not be given additional time to complete the assigned course work and will receive no credit for the assigned course work.

Copyright Notice

Some or all of the materials in this course may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies. Additional copyright information may be located at: <http://copyright.unt.edu/content/unt-copyright-policies>.

Undergraduate Online Course Attendance Policy

Students who attend classes regularly typically experience greater success than those students who do not attend regularly. Similarly, students who enroll in online courses also typically perform better by fully participating in the course.

Information about the University of North Texas' Attendance Policy may be found at: <http://policy.unt.edu/policy/15-2-5>.

Administrative Withdrawal

Students may add this course or withdraw in accordance with the University's policy currently in effect.

Syllabus Change Policy

Changes to the syllabus may be necessary at times. Communication of any changes will be made via an Announcement and/or Message in BbL.

UNT and Department Policies

Student Conduct

Any student behavior that interferes with an instructor's ability to conduct class or other students' opportunity to learn is unacceptable and will not be tolerated in any instructional setting at UNT. This includes traditional face-to-face classes, online or blended classes, labs, discussion groups or boards, field trips, and verbal and/or written (including email) communication with the instructor. Examples of unacceptable behavior include, but are not limited to:

- Private conversations with other students during lecture or class discussions;
- Disrespectful treatment of other students such as verbal or written harassment or name-calling;
- Use of profane or other inappropriate language or gestures in class, in written assignments, on discussion boards, or in email communications, with the instructor or other students;
- Disrespectful email communication with the instructor and/or other students;
- Inappropriate use of electronic devices during class, including but not limited to any use of a cell phone. Use of tablets or personal computers for anything other than taking notes or other approved class activities is not allowed.
- Tardiness that disrupts class.

A student engaging in unacceptable behavior may be directed to leave the classroom or other instructional setting. The instructor may also elect to refer the student to the Dean of Students to consider whether his/her conduct violates UNT's Student Code of Conduct. Poor behavior may result in a reduction of a certain number of points up to a full letter grade in the course irrespective of the student's performance on exams, quizzes, or other assignments. This action may be taken separate and apart from any sanction administered by the Dean of Students.

Academic Dishonesty

Academic dishonesty is a student's failure to do his or her own work in a course. It also includes providing any type of unauthorized assistance to other students, or engaging in activities that prevent other students' success. Academic dishonesty will not be tolerated in any instructional

setting including traditional face-to-face classrooms, electronic classrooms (online or blended courses), labs, and discussion groups or boards. Academic dishonesty includes, but is not limited to:

- Cheating: The use of unauthorized assistance in any academic exercise. Specific examples include:
 - *Improper use of phones*: The use of phones during exams administered in traditional face-to-face classes or online classes is expressly prohibited. If a cell phone is in a student's hand or on his or her desk during a face-to-face exam, it will be assumed that the student is cheating and he or she will automatically receive a zero.
 - *Discussion with other students*: Students may not communicate with other students during an exam in either a traditional face-to-face or online class. Any student caught communicating with another student during the administration of an exam will automatically receive a zero irrespective of the content of the communication.
- Plagiarism: The use of another person or organization's thoughts, ideas or words without proper attribution in any academic exercise regardless of intent. Specific examples of plagiarism include:
 - *Copying material verbatim* from websites, articles, books, or another student and failing to cite the source. Directly copied material must be delineated from the student's work through the use of quotation marks.
 - *Passing off the idea of another as your own* by failing to provide credit to the source.
- Forgery: Altering a score or official academic university record or forging the signature of an instructor or other student. A specific example of forgery includes, but is not limited to:
 - Signing an attendance roster for another student or having another student sign for you.
- Fabrication: Falsifying or inventing any information, data or research as part of an academic exercise unless explicitly permitted by the instructor.
- Facilitating academic dishonesty: Helping or assisting another in the commission of academic dishonesty. Specific examples of this type of academic dishonesty include, but are not limited to:
 - Telling another student(s) specific exam questions and/or answers.
 - Taking screen shots of quiz or exam questions in an online course and providing them (or information about them) to another student(s) or utilizing them at a later date.
 - Making or reviewing an unauthorized copy of all or any portion of a quiz or exam.
- Sabotage: Acting to prevent another student from completing his or her work or willfully disrupting the academic work of other students.

Any suspected occurrence of academic dishonesty will be investigated and handled in accordance with UNT policy and procedures. Moreover, at the instructor's discretion, students suspected of cheating on an exam may be requested to re-take the exam in an alternative form or

setting. Students who refuse this request will receive a “zero” on the exam. This applies in any course setting, online or otherwise. Students are encouraged to report suspected academic dishonesty to the instructor. If a student has any question about whether or not conduct constitutes academic dishonesty, the student should consult with the instructor before engaging in that conduct.

Penalties for academic dishonesty range from a verbal or written warning to a grade of “F” in the course. The student may also be reported to UNT’s Office for Academic Integrity. Further university issued sanctions may apply to incidents involving major violations.

More about the UNT’s academic integrity policies and students’ right to appeal may be found at <http://vpaa.unt.edu/academic-integrity.htm>.

Disability Accommodation

UNT makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide the student with an accommodation letter to be delivered to the instructor to begin a private discussion regarding the student’s specific needs in the course.

Students may request accommodations at any time; however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Every semester students must obtain a new letter of accommodation, and they must meet with each faculty member prior to implementation in each class.

Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to request that students discuss such letters during their designated office hours in order to protect the privacy of the student.

For additional information, visit the Office of Disability Accommodation website at <http://www.unt.edu/oda>. You may also contact that office by phone at [940.565.4323](tel:940.565.4323). Specific

information on UNT's policies related to disability accommodations is available at <http://policy.unt.edu/policy/18-1-14>.

Please note that disability accommodations are not retroactive. Accommodations will be made only after a disability is officially verified.

Professional Etiquette

The college experience is intended to assist in preparing students for professional and career pursuits. That preparation includes learning to use professional etiquette in dealing with people in positions of authority. The appropriate way to address your instructor depends on her/his particular education credentials. These are usually indicated on the course syllabus. If your instructor has a:

- Doctorate (Ph.D. or Ed.D.), you should address them as: Dr. Instructor's last name
- Master's degree (MA, MS, MSW, MSSW) you should address them as: Professor Instructor's last name
- Law degree (J.D.) you should address them as: Professor Instructor's last name

If you are not certain about an instructor's education credentials, you should address them as "Professor." It is not appropriate to call the instructor by his/her first name unless given permission.

Professional etiquette extends to all types of communication with your instructor. Written communication—including email—forms a permanent record and so it is important to use care about how you make requests, ask questions, or express concerns. Slang (*e.g.*, Hey, Yo) and texting abbreviations should be avoided. The use of profanity is not permitted.

Any type of communication—verbal or written—is most likely to achieve the intended result when it is polite or courteous. Please note that communication can be polite even if there is some type of conflict involved. Instructors may choose not to respond to emails or other forms of communication that are perceived as insulting or disrespectful.

Requests for an Incomplete

A grade of incomplete ("I") may be given to a student only during the last quarter of a semester and only if he/she meets all of the following conditions:

- The student is passing the course;
- There is a justifiable and documented reason beyond the control of the student (*e.g.*, serious illness or military service) for not completing the course on schedule; and
- The student has the approval of his/her instructor and the department chair.

The student must arrange with the instructor to finish the course at a later date by completing specific requirements. These requirements must be listed on a Request for Grade of Incomplete form signed by the student, instructor, and the department chair.

Important Notice for F-1 Students taking Distance Education Courses:

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at <http://ecfr.gpoaccess.gov>. The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f) (6) (i) (G)" and can be found buried within this document: <http://frwebgate.access.gpo.gov/cgi-bin/getcfr.cgi?TITLE=8&PART=214&SECTION=2&TYPE=TEXT>

The paragraph reads:

(G) For F–1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F–1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

- (1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
- (2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565- 2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Policy on Server Unavailability or Other Technical Difficulties

The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UNT Student Help Desk: helpdesk@unt.edu or 940.565.2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.