

Negotiation

37:575:326:06 (undergraduate)
38:578:505:06(postgraduate)
Winter Session 2018

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BRING A LAPTOP OR A TABLET TO CLASS

Required textbooks for all students:

- Negotiation: Harvard Business Essentials Guide to Negotiation Michael Wheeler. Harvard Business School Press Paperback: 208 pages, Harvard Business Press (July 1, 2003) ISBN-10: 1591391113 ISBN-13: 978-1591391111
- Influence: The Psychology of Persuasion Robert B. Cialdini. Harper Paperbacks; Revised edition (December 26, 2006) ISBN-10: 006124189X

In addition, required for postgraduate students:

- Getting to Yes Roger Fisher and William Ury ISBN-10: 0143118757

Strongly recommended reading for all:

- Getting More: How You Can Negotiate to Succeed in Work and Life. 2012. Stuart Diamond. Three Rivers Press. ISBN-10: 0307716902

Negotiation is a social process that can be analyzed, understood, and modeled; it is a learnable and teachable skill set. Negotiators are made, not born, and skills can be improved and relearned throughout life. Any significant improvement in negotiating behavior requires a combination of intellectual training and behavioral skill development. The most effective approaches to teaching negotiations integrate both intellectual analysis and skill development.

Each class meeting will be divided into two parts. The first part will focus on analysis relying mostly on lecture, and the second part will require students to participate in negotiation simulations and case analyses.

Class Preparation and Participation: This course requires students to come prepared to class. There are two forms of preparation: readings and assignments. Students are expected to attend every class, and to be prepared and ready to participate. The grading relies heavily on the assignments. Students should complete all readings and assignments on time. **Late assignments will not be accepted.**

Readings have been assigned to provide an understanding of activities just completed in class, or to set the stage for upcoming activities. A blend of reading assignments have been selected that combine analysis with detailed examples and applications. Students will be responsible for completing the reading assignments. Assignments are cases, exercises, role-plays, and questionnaires that must be completed for class, or in between class periods. It is essential that

students be prepared by reading the assigned case or briefing information and completing the required assignment or write-up.

Grading:

Attendance & assignments	1/3 of course grade
Midterm exam	1/3 of course grade
Final exam	1/3 of course grade

All students are expected to be prepared for class, to attend every class, and to complete the required role-plays and write-up assignments in class. Every exercise will have a written debrief form and most will also have a preparation form to submit. Class attendance is expected unless the instructor is notified. Missing a role-play or simulation is not acceptable, except for reasons of a medical or family emergency.

Schedule of Classes:

Class 1, December 26: Introduction to Negotiations

Review of syllabus

Introductory discussion of negotiation basics

Exercises: Bargaining style self-assessment, the employee exit interview and debrief

- Complete Bargaining Style Assessment Tool and submit on Sakai before leaving class
- Complete the debrief for the exit interview exercise and submit on Sakai before leaving class

Assignment 1:

- Read Harvard Business Essentials Guide to Negotiation, Introduction, Chapters 1, 2 and 3

Class 2, December 27: Distributive and Integrative Negotiations

Review of Harvard Business Essentials Guide to Negotiation, Introduction, Chapters 1, 2 and 3

Debrief: The Employee Exit Interview

Exercise: Used Porsche

Assignment 2:

- Read The Psychology of Persuasion, Robert B. Cialdini, Chapters 1 & 2
- Submit results of used Porsche negotiation on Sakai

Class 3, December 28: Weapons of Influence

Review of The Psychology of Persuasion, Robert B. Cialdini, Chapters 1 & 2

Debrief: Used Porsche

Exercise: Shoe Repair

Assignment 3:

- Read Harvard Business Essentials Guide to Negotiation, Chapters 4 and 5
- Submit results of Shoe repair negotiation on Sakai

Class 4, January 2: Table Tactics

Review of Harvard Business Essentials Guide to Negotiation, Chapters 4 and 5

Debrief: Shoe Repair

Exercise Pemberton's Dilemma

Assignment 4:

- Read Harvard Business Essentials Guide to Negotiation, Chapters 6 and 7
- Submit results of Pemberton's dilemma negotiation on Sakai

Class 5, January 3: Barriers, Problems, and Mental Errors in Reaching an Agreement

Debrief: Pemberton's Dilemma

Review of Harvard Business Essentials Guide to Negotiation, Chapters 6 and 7

Exercise: BeautiLawn

Assignment 5:

- Read Harvard Business Essentials Guide to Negotiation, Chapters 8 and 9
- Submit results of in-class negotiation exercise on Sakai

Class 6, January 4: Empathy

Debrief BeautiLawn

Exercise: Hoop Dreams

Review of Harvard Business Essentials Guide to Negotiation, Chapters 8 and 9

Review for midterm exam

Assignment 6:

- Submit results of in-class negotiation exercise on Sakai
- Study for midterm exam

Class 7, January 5:

MIDTERM EXAM

Assignment 7:

- Read Harvard Business Essentials Guide to Negotiation, Chapter 10
- Read The Psychology of Persuasion, Robert B. Cialdini, Chapter 3 (Commitment and Consistency), Chapter 5 (Liking)

Class 8, January 8: Foundations of Effective Negotiation

Debrief Hoop Dreams

Review of Harvard Business Essentials Guide to Negotiation, Chapter 10 and The Psychology of Persuasion, Robert B. Cialdini, Chapter 3 (Commitment and Consistency), Chapter 5 (Liking)

Exercise: WROX Bob Esposito

Assignment 8

- Read Three Approaches to Resolving Disputes: Interests, Rights and Power
- Submit results of WROX Bob Esposito negotiation on Sakai

Class 9, January 9: The Big Picture (Three Approaches to Resolving Disputes)

Debrief WROX Bob Esposito

Review of Three Approaches to Resolving Disputes: Interests, Rights and Power

Exercise: City of Tamarack and Twin Lakes Mining Co. negotiation

Assignment 9:

- Submit results of City of Tamarack and Twin Lakes Mining Co. negotiation on Sakai

Class 10, January 10: Multiparty Negotiations

Debrief City of Tamarack and Twin Lakes Mining Co. negotiation

Exercise: Employee drug policy negotiation

Assignment 10: Study for final exam

Class 11, January 11:

- Instructional film: Caitlin's Challenge
- Course wrap up
- Review for the final exam
- Debrief employee drug policy negotiation

Assignment 11: Study for final exam

Class 12, January 12: **FINAL EXAM**

Revised 10/28/17