

Syllabus

MGT-450: Negotiation and Conflict Resolution



Course Description

Using simulation, case studies, and fieldwork assignments, this course focuses on the development of the communication and management skills essential for successfully resolving conflict situations involving both labor and management practices and the structural dysfunctions of organizations.

Credit Hours: 3

Prerequisite Courses: None

Prerequisite Skills and Knowledge: None

Course Textbook

Note: This course utilizes Online Educational Resources that are displayed in Student Resources within each workshop (or module). OER is a free resource. No textbook need to be purchased in this course.

Course Outcomes

Upon successful completion of this course, you should be able to:

1. Describe the nature of conflict and its relationship to negotiation.
2. Evaluate the effectiveness of different approaches to conflict.
3. Articulate the definition and magnitude of negotiation.
4. Analyze your own personal negotiating style.
5. Describe the major types of interests and goals relevant in negotiation.
6. Explain key aspects of major personality theories most relevant to conflict, negotiation, and persuasion.
7. Apply the rules for effective listening and speaking in negotiation.
8. Identify the major types of power involved in negotiation.
9. Distinguish between real and perceived power in negotiation.
10. Identify the difficulties of persuasion.

IWU Diversity Statement

IWU, in covenant with God's reconciling work and in accordance with the Biblical principles of our historic Wesleyan tradition, commits to build a community that reflects Kingdom diversity.

We will foster an intentional environment for living, teaching, and learning, which exhibits honor, respect, and dignity. Acknowledging visible or invisible differences, our community authentically values each member's earthly and eternal worth. We refute ignorance and isolation and embrace deliberate and courageous engagement that exhibits Christ's commandment to love all humankind. (2016)

Grading Scale

Grade	Quality Points Per Credit	Percentage	Score
A	4.0	95%–100%	950–1000
A-	3.7	92%–94.9%	920–949
B+	3.3	89%–91.9%	890–919
B	3.0	85%–88.9%	850–889
B-	2.7	82%–84.9%	820–849

C+	2.3	79%–81.9%	790–819
C	2.0	75%–78.9%	750–789
C-	1.7	72%–74.9%	720–749
D+	1.3	69%–71.9%	690–719
D	1.0	65%–68.9%	650–689
F	0.0	0%–64.9%	0–649

Grading Policies

Your grading policy for your course is dependent on your school and program. Your grading policies can be found in the [IWU Catalog](#).

Letter Grade Equivalencies

NOTE: In graduate level courses, a grade of C- or below will require the course to be repeated.

Grade	Description of Work
A	Clearly stands out as excellent performance. Has unusually sharp insights into material and initiates thoughtful questions. Sees many sides of an issue. Articulates well and writes logically and clearly. Integrates ideas previously learned from this and other disciplines. Anticipates next steps in progression of ideas. Example "A" work should be of such nature that it could be put on reserve for all cohort members to review and emulate. The "A" cohort member is, in fact, an example for others to follow.
B	Demonstrates a solid comprehension of the subject matter and always accomplishes all course requirements. Serves as an active participant and listener. Communicates orally and in writing at an acceptable level for the degree program. Work shows intuition and creativity. Example "B" work indicates good quality of performance and is given in recognition for solid work; a "B" should be considered a good grade and awarded to those who submit assignments of quality less than the exemplary work described above.
C	Quality and quantity of work in and out of class is average. Has marginal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at least minimally.

D	Quality and quantity of work is below average. Has minimal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at below acceptable levels.
F	Quality and quantity of work is unacceptable and does not qualify the student to progress to a more advanced level of work.

Course Workshop Summary

Workshop	Devotion*	Discussion*	Assignment*	Total Points per Workshop
Workshop One	1/20	1/60	2/120	200
Workshop Two	1/20	1/60	2/120	200
Workshop Three	1/20	1/60	2/120	200
Workshop Four	1/20	1/60	2/120	200
Workshop Five	1/20	1/60	2/120	200
End of Course Survey	-	-	-	10 extra credit
TOTAL	5/100	5/300	10/600	1000

* Number of Activities/Sum Point Totals

Workshop One Outline

Title	Due Dates	Time	Points
1.1 Discussion: Devotion	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop	2 hours	20
1.2 Exercise: Resource Review	Due as early in the workshop as possible	4 hours	0

Title	Due Dates	Time	Points
1.3 Assignment: Managing Interpersonal Conflict Assessment	Due by the end of the workshop	3 hours	20
1.4 Discussion: Conflict Strategies	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop	4 hours	60
1.5 Assignment: Reflection	Due by the end of the workshop	5 hours	100
Totals		18 hours*	200

Workshop Two Outline

Title	Due Dates	Time	Points
2.1 Discussion: Devotion	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	2 hours	20
2.2 Exercise: Resource Review	Due as early in the workshop as possible	4 hours	0
2.3 Assignment: What Kind of Negotiator Are You?	Due by the end of the workshop	3 hours	20
2.4 Discussion: Negotiation	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	4 hours	60
2.5 Assignment: Reflection and Analysis of Personal Negotiation Strategies	Due by the end of the workshop	5 hours	100
Totals		18 hours*	200

Workshop Three Outline

Title	Due Dates	Time	Points
3.1 Discussion: Devotion	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop	2 hours	20
3.2 Exercise: Resource Review	Due as soon as possible in the workshop	5 hours	0
3.3 Assignment: Using Influencing Strategies	Due as soon as possible in the workshop	2 hours	20
3.4 Discussion: Success in Negotiations	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop	4 hours	60
3.5 Assignment: Reflection	Due by the end of the workshop	5 hours	100
Totals		18 hours*	200

Workshop Four Outline

Title	Due Dates	Time	Points
4.1 Discussion: Devotion	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop	2 hours	20
4.2 Exercise: Resource Review	Due as soon as possible in the workshop	5 hours	0
4.3 Assignment: Communication Style Assessment	Due as soon as possible in the workshop	2 hours	20
4.4 Discussion: Negotiation	Initial post due by the end of the fourth day of the	4 hours	60

Title	Due Dates	Time	Points
	workshop; two responses due by the end of the workshop		
4.5 Assignment: Reflection	Due by the end of the workshop	5 hours	100
Totals		18 hours*	200

Workshop Five Outline

Title	Due Dates	Time	Points
5.1 Discussion: Devotion	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop	2 hours	20
5.2 Exercise: Resource Review	Due as soon as possible in the workshop	5 hours	0
5.3 Assignment: Emotional Intelligence, Power, and Influence	Due by the end of the workshop	2 hours	20
5.4 Discussion: Going to the Balcony	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop	4 hours	60
5.5 Assignment: Reflection	Due by the end of the workshop	5 hours	100
End of Course Survey	Due by the end of the workshop	-	10 extra credit
Totals		18 hours*	200

Course Assignments

TOTALS	90 hours*	1000
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* These timings are based on estimations of average times to complete each assignment. Actual assignment completion times will vary.

Expectations, Policies, and Important Student Information

School/Division	Link
DeVoe School of Business Division of Liberal Arts School of Services and Leadership	View School/Division Expectations, Policies, and Student Information
School of Educational Leadership	View School/Division Expectations, Policies, and Student Information
Wesley Seminary @ IWU	View School/Division Expectations, Policies, and Student Information
Nursing - Undergraduate	View School/Division Expectations, Policies, and Student Information
Nursing - Graduate	View School/Division Expectations, Policies, and Student Information

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