

Course Syllabus

Fall 2020 7-Week 1st Term

Course: HCA 7359 - Health Care Negotiation and
Conflict Resolution



Texas Wesleyan
UNIVERSITY
Smaller. Smarter.

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Student Resources Page: <http://ondemand.blackboard.com/students.htm>
Course Login Page: <http://txwes.blackboard.com>
Technical Support: <http://bbsupport.txwes.edu>

UNIVERSITY MISSION

The University endeavors to create a learning environment where each student is provided an opportunity to pursue individual excellence, to think clearly and creatively, and to communicate effectively. The University also strives to develop a sense of civic responsibility and spiritual sensitivity, with a commitment to moral discrimination and action. Texas Wesleyan University strives to develop informed, responsible, and articulate citizens.

COURSE INTRODUCTION

Welcome to HCA 7359 Health Care Negotiations and Conflict Resolution! This course is designed to introduce you to the importance of recognizing conflict in the workplace and helping you to identify methods to facilitate, negotiate, mediate, and communicate conflict resolution. The main textbook and some of the discussion places emphasis on solutions to conflict encountered in the Health Care workplace. The reality is that conflict and the need for conflict resolution is applicable in all workplaces and even at home. The first three modules of this course will be devoted to learning about conflict and conflict resolution. After completing these modules, you may have a different view of conflict in your workplace and begin thinking about how to improve your own skills in dealing with conflict at work and at home.

Beginning in the 4th Module, the course will shift to exploring concepts related to negotiation. You will learn that preparation is critical to successful negotiation and that the path to reaching settlement will require using certain tactics and negotiation styles. You will apply some of these concepts in negotiation simulations that provide an opportunity for you to deal with others in an adversarial role, while at the same time requiring you to come up with strategies to reach settlement. You will learn about focusing on interests instead of positions and creating value through the four step "Walk in the Woods" method of negotiation found in your textbook.

Students should come away from this course with enhanced knowledge of negotiation and conflict resolution concepts and skills. This course should change the way you view conflict, conflict resolution and negotiation in your personal and professional life.

COURSE DESCRIPTION

This course will offer students the skills and knowledge of negotiation, multi-dimensional problem solving, as well as conflict analysis, management, intervention and resolution. Through a review of the literature, exercises, and discussion, students will examine the field of negotiation and conflict resolution and explore

the application of these fields to the multi-professional public health and health care settings and issues including general business management.

COURSE PREREQUISITES

None

LEARNING OBJECTIVES

After completing this course, students will:

1. Recognize conflict, understand the different types of conflicts in the workplace, and understand one's own approach to resolving conflict;
2. Learn and understand a process, approach and technique to resolving conflict in the workplace;
3. Learn and understand key negotiation concepts, styles, strategies, principles, and tactics and use these concepts in simulated negotiation exercises;
4. Develop skills working as part of a negotiation team to identify issues, develop alternatives, communicate ideas, and build consensus on solutions to problems and differences in a negotiation setting;
5. Develop and display critical thinking and analytical skills during the negotiation process and in written form on assignments and examinations.

ENTRANCE COMPETENCIES

Students are expected to know how to use a web browser such as Netscape Navigator or Microsoft Internet Explorer, send and receive e-mail, attach documents in e-mail, and use discussion boards.

REQUIRED MATERIALS

- Renegotiating Health Care (Resolving Conflicts to Build Collaboration), 2nd Edition, by Marcus, Dorn, McNulty
- Negotiation, Harvard Business Essentials, HBS Press
- The Eight Essential Steps to Conflict Resolution, by Dudley Weeks

INSTRUCTIONAL METHODS

This course will involve required reading and preparation by the student, research and writing, and necessitate student participation and discussion to ensure that the learning outcomes are met and exceeded. The class will also include student participation in online negotiation and conflict simulation as part of a team, weekly assignments to include discussion boards and case study review and analysis.

OFFICE HOUR AVAILABILITY AND EMAIL TURNAROUND STATEMENT

Communication after class between faculty and students sometimes is necessary in order to further enhance the learning process. To this end, the faculty will endeavor to respond to student emails within a 24-hour period. Additionally, office hours and online office hours can be adjusted to accommodate student needs if the stated office hours are not workable due to conflicts in schedules.

STUDENT WORKLOAD EXPECTATION

As part of the continued accreditation of Texas Wesleyan University by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), Texas Wesleyan University adheres to a policy on the awarding of academic credit and assignment of course credit hours. Based on that policy students are expected to engage in at least 16 hours of course-related work or activity each week during the 7-week period of a three (3) credit hour course.

EVALUATION AND GRADING

Student grades will consist of the given components:

Discussion Board Participation

Each week the student will be asked to review readings, view videos, and or review a negotiation simulation and comment on a class discussion board. Students will be graded in part on their analysis, participation, and overall contribution to the discussion. The discussion board participation will count for 20 points for each of the seven weeks for a total of 140 points or 14% of the course grade. Grading and feedback of discussion boards each week will be provided within 5 days after the weekly deadline.

Quizzes

During five of the seven weeks, students will complete a short quiz in review of the readings or the lecture materials. There will be six quizzes administered during the course. Each quiz will be worth 10 points each

for a total of 60 points or 6% of the course grade. Quizzes will be graded online as completed by the student.

Assignment

The student will be asked to complete four separate assignments with two assignments related to conflict resolution and two related to negotiations. Students will be asked to submit responses for these assignments as outlined in the class curriculum. Each assignment will count for 25 points for each of the four assignments for a total of 100 points or 10% of the course grade. Grading and feedback of each assignment will be provided within 5 days after the weekly deadline.

Negotiation Exercises

The student will be asked to prepare for and participate in at least 2 online negotiation simulation exercises. Feedback from these exercises will be provided in a post negotiation discussion board. The student will be asked to submit a negotiation preparation plan consisting of 1-2 pages in length outlining certain prescribed material or data. More information will be provided on these assignments during semester. Participation in the negotiation simulation and submittal of the 1-2-page negotiation plan will count for total of 70 points each negotiation simulation exercise. The total points awarded for each negotiation exercise is 70 points for a total of 140 points or 14% of the course grade. Review, feedback, and award of points for each of the negotiations will be provided within 6 days after the deadline of the assignment.

Topic Papers

The student will research and provide an in-depth view on both the issue of generational differences and on a particular negotiation or conflict resolution theory, problem, real-life case, or opportunity. Papers must be prepared in accordance with a standard style guide (APA) and should be polished and professional in appearance as well as in content. The two papers will be graded on content, grammar, spelling, preparation/planning, approach, persuasiveness, and factual outcomes. More detailed information will be distributed as part of the curriculum. The two papers will count for 100 points each or a total of 200 points or 20% of the course grade. Assessment and feedback of each of the papers will be provided within 6 days of the deadline for each of the assigned papers.

Examinations

There will be mid-term exam and a final exam during the semester. The mid-term and final exams will be worth 180 points each. The mid-term exam will consist of material related to the first three weeks of class and will consist of multiple-choice questions. The final exam will consist of key concepts learned during the semester, focusing primarily on the concepts of negotiation introduced in the last four weeks of class and will also consist of multiple-choice questions. Exams will be worth a total of 360 points or 36% of the course grade. Both the mid-term and final exam will be graded online as completed by the student.

Area	Points	Percentage of Grade
Discussion Board Participation (7 @ 20 points)	140	14%
Quizzes (6 @ 10 points)	60	6%
Midterm Exam	180	18%
Negotiation Exercises (2 @ 70 points)	140	14%
Paper on Generational Differences	100	10%
Topic Paper	100	10%
Assignments (4 @ 25 points)	100	10%
Final Exam	180	18%
Total Points	1000	100%

Final grade based on % of total course points

- A= 900+ points 90% or above
- B= 800-899 points 80% -89.99%
- C= 700-799 points 70%-79.99%
- D= 600-699 points 60%-69.99%
- F= less than 600 points Less than 60%

Note: Students will be provided opportunities to earn some extra credit points as part of the discussion boards and as part of the negotiation simulations. Additionally, the exams are written for 200 points with each exam worth 180 points toward your final grade.

TEXAS WESLEYAN UNIVERSITY POLICIES

Students should read the current Texas Wesleyan University [Catalog](#) and [Student Handbook](#) to become familiar with University policies. These policies include but are not limited to academic integrity, grade appeal, sexual harassment, student access to records, and others; policies specified in the current catalog are applicable unless otherwise stated in this syllabus.

A. Academic Integrity: Cheating, plagiarism (submitting another person's material as one's own) or completing assignments for another person who will receive academic credit are not permitted. This includes the use of unauthorized books, notebooks, or other sources in order to secure or give help during an examination, the unauthorized copying of examinations, assignments, reports, or term papers, or the presentation of unacknowledged material as if it were the student's own work. Words or ideas that require citation include, but are not limited to, all hard copy or electronic publications, whether copyrighted or not and all verbal or visual communication when the content of such communication clearly originates from an identifiable source. Disciplinary action may be taken beyond the academic discipline administered by the course instructor. [Read the University's Academic Integrity Policy](#). There is a zero-tolerance policy in this course as it relates to academic integrity.

B. American's with Disabilities Act (ADA): Texas Wesleyan University adheres to a disability policy which is in keeping with relevant federal law. The University will provide appropriate accommodation as determined by the Director of the Counseling Center, Dr. Michael Ellison. Students must notify instructors of any permanent or temporary disabilities and must provide documentation regarding those disabilities prior to the granting of an accommodation. For assistance, students should consult with [Dr. Ellison](#), who may be reached at (817) 531-7565.

C. Attendance: A student attends an online course by engaging in academically related activities of the course. Examples of such activities include but are not limited to: contributing to an online discussion or chat session; submitting an assignment or working draft; working exercises; taking a quiz or exam; or initiating contact with a faculty member to ask a course-related question. Documenting that a student has logged into an online class or website is not sufficient, by itself, to demonstrate academic attendance by the student. Any student who has not logged into an online course within one week of the start date of the course will be dropped from the class roster for nonattendance. Any student who fails to complete coursework which in the aggregate constitutes 10% or more of the course grade during the term may be dropped from the course for nonattendance. The last date of a student's attendance will be the date the student last logged into the course and completed an academically related activity.

D. Repeating Courses: Any course taken at Texas Wesleyan University and repeated for a grade must be repeated at Texas Wesleyan University. Any course taken at another institution may be repeated at Texas Wesleyan, and the most recent grade on the course will be counted. When a course is repeated, the grade point average will be computed using the most recent grade achieved.

E. Unified Discrimination and Harassment Reporting (Including Title IX): As noted in the catalog under the Unified Discrimination and Harassment Policy, Texas Wesleyan University is committed to providing an environment free of all forms of prohibited discrimination and sexual harassment. If you have experienced any such discrimination or harassment, including gender- or sex-based forms, know that help and support are available from the following resources:

- Complete online incident report at <https://txwes.edu/student-life/report-a-concern/>
- Contact Campus Conduct Hotline (24 hours a day): (866) 943-5787
- Campus security (24 hours a day): (817) 531-4911
- Dean of Students: deanofstudents@txwes.edu OR (817) 531-4872

Please be aware that all Texas Wesleyan University employees, other than designated confidential resources (i.e., Community Counseling Center) are required to report credible evidence of prohibited discrimination or harassment to the University's Title IX Coordinator, or to one of the Title IX Assistant Coordinators. If you wish to speak to someone confidentially, please contact the Community Counseling Center at (817) 531-4859 to schedule an appointment.

USEFUL LINKS

The following links are provided to give useful information and help for students taking online courses:

Student Technical Assistance Help Desk: (817) 531-4428 ext. 1; Toll free: 1-877-362-2638

Eunice and James L. West Library: <http://westlibrary.txwes.edu/>

Texas Wesleyan University Website: <http://www.txwes.edu/>

Texas Wesleyan University Counseling Center: Contact: Scott Methvin at smethvin@txwes.edu

CLASS SCHEDULE

HEALTHCARE NEGOTIATION AND CONFLICT RESOLUTION HCA 7359		
DATE	TOPIC	READING ASSIGNMENTS
Week 1	Overview and Orientation, Introduction to Negotiations and Conflict Resolution, The Ingredients of Conflict Five Traditional Approaches to Conflict Resolution	Chapter 1, Renegotiating Healthcare Chapters 1-3 Eight Essential Steps to Conflict Resolution PowerPoint and Notes
Week 2	Conflict Resolution: Concepts and Theories The Cost of Conflict Workplace Conflict and Managerial Mediation STABEN Assignment of Topic Paper – Due Week 6	Chapter 2, Renegotiating Healthcare Chapters 4 and Steps 1,2 Eight Essential Steps to Conflict Resolution PowerPoint and Notes Articles as Assigned
Week 3	Conflict Resolution: Concepts and Theories Eight Essential Steps to Conflict Resolution Moving Beyond Conflict Alternative Dispute Resolution	Chapter 3, Renegotiating Healthcare Steps 3-8 pp. 127-233 Eight Essential Steps to Conflict Resolution PowerPoint and Notes
Week 4	Midterm Exam (Conflict Resolution) Introduction to Negotiation/Key Concepts Distributive Bargaining and Integrative Bargaining Negotiation Exercise #1 – Heirs Negotiation	Chapter 8, Renegotiating Healthcare Chapters 1-2 Negotiation – Harvard Business Essentials PowerPoint and Notes
Week 5	Negotiation - Use of Norms The Four Stages of the Negotiation Process Preparation: Nine Steps to a Deal Table Tactics Develop and Use Your BATNA	Chapters 6,13 Renegotiating Healthcare Chapters 3, 4, 5 Negotiation – Harvard Business Essentials PowerPoint and Notes Articles as Assigned
Week 6	Topic Paper Due Game Theory and Negotiations concepts Positional Bargaining Getting to Yes/A Walk in the Woods Negotiation Exercise # 2 – Sally Soprano Salary Negotiation	Chapters 4, 5, 7 Renegotiating Healthcare Chapters 8 Negotiation – Harvard Business Essentials Article: Conflict Research Consortium Book Summary: <i>Getting to Yes</i> <i>Negotiating Agreement Without Giving In</i> Video on Getting to Yes PowerPoint and Notes
Week 7	Ethics, Fairness, and Trust in Negotiations Non-Verbal Communication in Negotiation Barriers to Agreement, Alternative Dispute Resolution Final Exam (Negotiation)	Chapter 9 Renegotiating Healthcare Chapter 6 Negotiation – Harvard Business Essentials PowerPoint and Notes

Syllabus is subject to change

Course syllabi are intended to provide students with basic information concerning the course. The syllabus can be viewed as a 'blueprint' for the course; changes in the syllabus can be made and students will be informed of any substantive changes concerning examinations, the grading or attendance policies and changes in project assignments.

Week	Dates	Assignments Due at the End of Each Week
1	8/17 – 8/23 at 11:59 p.m.	Welcoming Discussion: Get Acquainted (ungraded) Discussion: 1.7 What happens when conflict is not addressed in the workplace? Assignment: 1.8 How would you handle conflict? Assignment: 1.9 Conflict Resolution Questionnaire (ungraded)

		Quiz: 1.6 Chapter 1, Renegotiating Healthcare
2	8/24 – 8/30 at 11:59 p.m.	Discussion: 2.7 STABEN Assignment: 2.8 The Cost of Conflict Paper: 2.9 Generational Differences (3-5-page paper) Quiz 2.6 Chapter 2, Renegotiating Healthcare Assignment Only: 2.5 Topic Paper (Note: due week 6)
3	8/31 – 9/6 at 11:59 p.m.	Discussion: 3.6 Other Conflict Resolution Methods Quiz 3.5 The Eight Essential Steps to Conflict Resolution Catch up on reading for Midterm Examination in week 4
4	9/7 – 9/13 at 11:59 p.m.	Test: 4.3 Midterm Examination Discussion: 4.5 Developing Negotiation Skills Negotiation Exercise: 4.6 Group Negotiation Simulation- Heirs to an Estate
5	9/14 – 9/20 at 11:59 p.m.	Discussion: 5.6 Review of Heirs to an Estate Negotiation Assignment: 5.7 Best Alternative to a Negotiated Agreement Assignment: 5.8 Preparing for a Negotiation: Using a Negotiation Preparation Sheet Quiz 5.5 Chapter 6, Renegotiating Healthcare
6	9/21 – 9/27 at 11:59 p.m.	Discussion: 6.6 Discussion on Topic Paper Paper: 6.5 Topic Paper due (assigned in week 2) Negotiation Exercise: 6.8 Group Negotiating Simulation: Sally Soprano Quiz: 6.4 Game Theory Quiz: 6.9 Chapter 7, Renegotiating Healthcare
7	9/28 – 10/4 at 11:59 p.m.	Discussion: 7.5 Review of Sally Soprano Negotiation Test: 7.6 Final Examination