

MNO3702 : Negotiation and Conflict Management

(AY 2021-22, Semester 1)

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COURSE OBJECTIVES

The course will highlight the components of an effective negotiation and teach students to analyze their own behavior in negotiations. The course will be largely experiential, providing students with the opportunity to develop their skills by participating in negotiations and integrating their experiences with the principles presented in the assigned readings and course discussions.

This course is designed to foster learning through doing, and to explore your own talents, skills, and shortcomings as a negotiator. The negotiation exercises will provide you with an opportunity to attempt strategies and tactics in a low-risk environment, to learn about yourself and how you respond in specific negotiation situations. If you discover a tendency that you think needs correction, this is the place to try something new. The course is sequenced so that cumulative knowledge can be applied and practiced.

As a result of this course, I hope you will:

- ✓ Experience the negotiation process, learning how to evaluate the costs and benefits of alternative actions.
- ✓ Improve your ability to analyze a negotiation situation and learn how to develop a strategic plan to improve your ability to negotiate effectively.
- ✓ Develop confidence in the negotiation process as an effective means for resolving conflict in organizations.
- ✓ Understand more about the nature of negotiations and gain a broad intellectual understanding of the central concepts in negotiation.
- ✓ Improve your analytical abilities and your capacity to understand and predict the behavior of individuals and groups in competitive situations.
- ✓ Develop a toolkit of useful and practical negotiation skills, strategies, and approaches.

COURSE FORMAT

There will be an exercise in almost every class. Classes will also include lectures and class discussions. Although the class officially meets at scheduled course times, students will be expected to meet with other students outside of class to prepare for certain negotiation exercises.

COURSE MATERIALS

Negotiation materials will be handed out in class. Weekly readings will be suggested after each class.

COURSE REQUIREMENTS AND GRADING

I hope that your focus in this class will be on learning rather than on the grade you will receive. If you learn a lot, you can pretty much count on your grade coming along as well. That said, your grade will be made up of:

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| 1. Class participation | 30% |
| 2. Post Negotiation Analysis | 20% |
| 3. Real World Negotiation Analysis | 30% |
| 4. Inter-group Negotiation (1 submission per group) | 20% |

COURSE SCHEDULE

Lesson/ Week	Date	Topics
1-13	9 August – 12 November	<ul style="list-style-type: none">• Introduction to Negotiations• Simple, Two-Party Negotiations• Multiple Issue, Two-Party Negotiations• Beyond "Win-Win"• Agents and Ethics in Negotiations• Power, Trust, and Influence• Dispute Resolution• On-going Negotiation Rounds

Academic Honesty & Plagiarism

Academic integrity and honesty is essential for the pursuit and acquisition of knowledge. The University and School expect every student to uphold academic integrity & honesty at all times. Academic dishonesty is any misrepresentation with the intent to deceive, or failure to acknowledge the source, or falsification of information, or inaccuracy of statements, or cheating at examinations/tests, or inappropriate use of resources.

Plagiarism is 'the practice of taking someone else's work or ideas and passing them off as one's own' (The New Oxford Dictionary of English). The University and School will not condone plagiarism. Students should adopt this rule - You have the obligation to make clear to the assessor which is your own work, and which is the work of others. Otherwise, your assessor is entitled to assume that everything being presented for assessment is being presented as entirely your own work. This is a minimum standard. In case of any doubts, you should consult your instructor.

Additional guidance is available at:

- [Administrative Policies](#)
- <http://www.nus.edu.sg/registrar/administrative-policies-procedures/acceptance-record#NUSCodeofStudentConduct>
- <http://nus.edu.sg/osa/resources/code-of-student-conduct>