

MNO3702 NEGOTIATION AND CONFLICT MANAGEMENT

AY2025/2026 Semester 2

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COURSE DESCRIPTION

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.

COURSE OBJECTIVES

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.

CLASS 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.

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

ASSESSMENTS

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 the following:

Component	Weightage
Course Contribution (class participation, planning documents)	30%
Individual Assignment	20%
Final Reflection Journal	25%
Inter-Group Negotiation (group submission)	25%
Total	100%

SCHEDULE

Lesson/ Week	Session
1	Introduction to Negotiations
2	Multiple Issue, Two-Party Negotiation
3	Beyond “win-win”
4	Agents in Negotiations
5	Influence, Power, Trust
6	Cross Cultural Influence
RECESS WEEK	
7	Group Negotiation
8	Dispute Resolution
9	Ongoing Group Negotiations
10	Multi Party Negotiations
11	NO CLASS (work on Group Negotiation Journal)
12	Group Negotiation Debrief
13	Negotiations in a Broader Context

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.

Artificial Intelligence (AI) tools such as ChatGPT do not require specialist knowledge to use. Many of these AI tools are commonly used in social media, for example, to create content and disguise and refine content created from programmes like ChatGPT. We understand that students will be drawn to using these AI Tools, as they would for any other electronic aid.

However, to be clear, normal academic rules still apply. As noted in the Code of Student Conduct:

"The University takes a strict view of cheating in any form, deceptive fabrication, plagiarism and violation of intellectual property and copyright laws. Any student who is found to have engaged in such misconduct is subject to disciplinary action by the University."

With respect to AI tools (e.g., ChatGPT and image generation tools), your instructor will clarify whether the use of these tools as inputs into your assignment development process is acceptable. AI is a technology that requires skill to use, and knowledge about when and how to use it. If you use ChatGPT or any other such AI tool in your work, you must provide a proper representation of how you used the tool and what prompts you used to generate output. Failure to cite its use constitutes academic misconduct.

Further, as with any information source, be aware that minimal efforts yield low quality results. You will need to refine your work and fact check the output, as you would double-check information from any source. Further, you should be selective in how and when you use such tools instead of using it for each and every assignment you create.

To summarise:

1. Always check with your instructors on what are the permitted uses of AI tools.
2. Have a discussion at the start of a course about the use of AI.
3. Where permitted, acknowledge your use of AI.
4. You remain responsible for the quality of your work and its appropriate representation.
5. Failure to follow the above steps can lead to a concern about plagiarism (academic dishonesty).

As always. 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 entirely your own work. This is a minimum standard.

Additional guidance can be found at:

Admission Condition: <http://www.nus.edu.sg/registrar/administrative-policies-procedures/acceptance-record#NUSCodeofStudentConduct>

NUS Code of Student Conduct: <http://nus.edu.sg/osa/resources/code-of-student-conduct>

Academic Integrity Essentials: <https://libguides.nus.edu.sg/new2nus/acadintegrity#s-lib-ctab-22144949-4>

Guidelines on the Use of AI Tools For Academic Work: <https://libguides.nus.edu.sg/new2nus/acadintegrity#s-lib-ctab-22144949-3>