

**Course Outline**  
**Department of Management**  
**School of Business and Economics**

**MNGT 4720-3**  
**Negotiation and Conflict Resolution (3,0,0)**

**Calendar Description**

Students are introduced to the fundamental theories of negotiation and conflict resolution and the essential skills required to be a successful negotiator. The negotiation process is pervasive in business, and the ability to negotiate is an essential skill for successful managers. Topics include the nature of negotiation; strategy and tactics of distributive bargaining and integrative negotiation planning; integrative negotiation; negotiation, planning, and strategy; perception, cognition, and emotion; communication and the negotiation process; power; and ethics.

**Educational Objectives/Outcomes**

Upon completion of this course, students will be able to:

1. Explain the nature of the of negotiation process.
2. Demonstrate strategy and tactics of distributive bargaining and integrative negotiation planning.
3. Identify key elements in integrative negotiations.
4. Distinguish the key planning elements required for successful negotiations.
5. Illustrate the role of perception, cognition and emotion in the negotiation process.
6. Describe the importance of communication in negotiations.
7. Discuss the role of power in the negotiation process.
8. Recognize the ethical implications of negotiations.

**Prerequisites**

MNGT 3730

**Co-requisites**

None

**Texts/Materials**

Lewicki, Barry, Saunders & Tasa, Essentials of Negotiation, McGraw-Hill Ryerson, 2011.

**Student Evaluation**

Tests/quizzes	20-40%
Case studies/research projects/assignments	20-40%
Final exam	30-50%

### **Course Topics:**

1. Nature of Negotiation
  - Negotiation characteristics
  - When and when not to negotiate
  - Interdependence
  - Mutual adjustment
  - Conflict
2. Strategy and Tactics of Distributive Bargaining and Integrative Negotiation Planning
  - Distributive bargaining situation
  - Tactics
  - Negotiation positions
3. Integrative Negotiation
  - Recognizing integrative situations
  - Key steps in the integrative process
  - Successful integrative negotiation strategies
4. Negotiation, Planning and Strategy
  - Stages and phases of the negotiation process
  - Planning process
  - Moving from planning to action
5. Perception, Cognition and Emotion
  - Perception defined and the impact of distortion
  - Cognitive biases
  - Managing misperceptions and cognitive biases
6. Communication and the Negotiation Process
  - Role of communication in the negotiation process
  - How people communicate in negotiation
  - How to improve your communication
7. Power and Negotiation
  - Sources of power
  - How to manage power imbalances
  - Keys to effective persuasion
8. Ethics in Negotiation

- Ethical conduct of the negotiation process
- Impact of deceptive tactics
- Managing others use of deceptive tactics

**Methods for Prior Learning Assessment and Recognition**

As per TRU Policy

**Attendance Requirements – Include if different from TRU Policy**

As per TRU Policy

**Special Course Activities – Optional**

**Use of Technology – Optional**