

Syllabus for
MGT 461—Conflict Resolution
3 Credit Hours-Undergraduate
2 Credit Hours-Graduate
Fall 2006

I. COURSE DESCRIPTION

This course is an introduction to the principles and application of the processes and theories of personal conflicts resolution, mediation and negotiations. Focuses on conflict resolution in various business related settings.

Course Prerequisites—None

Practical conflicts resolution application in various business related settings is a major focus of this course. The primary method of instruction is individual hypothetical negotiations augmented by Textbook and other reading assignments, examinations, lectures, and class discussions.

II. COURSE GOALS

This course is designed to help the student do the following:

- A. Gain a broader understanding of conflicts resolution, including strategy implementation, and strategic evaluation/control.
- B. Successfully learn to analyze conflicts resolution alternatives, choose a course of action, and to apply these in business related settings.
- C. Become proficient in applying conflicts resolution in business related settings.
- D. Become relatively comfortable in conducting public and private business conflicts resolution.

III. STUDENT LEARNING OUTCOMES FOR THIS COURSE

As a result of successfully completing this course, the student, with a 70% minimum level of accuracy, will be able to do the following:

- A. Explain, evaluate, compare, and contrast the various conflicts resolution processes.
- B. Negotiate and resolve or mediate personal and professional conflicts in a competent and ethical manner.

IV. TEXTBOOKS AND OTHER LEARNING RESOURCES

Required Materials

- 1. Textbooks
Fisher, Roger and William L. Ury. Getting to Yes: Negotiating Agreement Without Giving In New York City: Penguin Books, 1991.

Sande, Ken. Peacemaker. New York City: Nierenberg & Zeif Publishers, 1986.
- 2. Other Optional/Recommended Materials

Outside reading and research will be necessary for case negotiations. Articles from current periodicals may be assigned to facilitate classroom discussion.

V. POLICIES AND PROCEDURES

A. University Policies and Procedures

1. Attendance at each class or laboratory is mandatory at Oral Roberts University. Excessive absences can reduce a student's grade or deny credit for the course.
2. Students taking a late exam because of an unauthorized absence are charged a late exam fee.
3. Students and faculty at Oral Roberts University must adhere to all laws addressing the ethical use of others' materials, whether it is in the form of print, video, multimedia, or computer software. By submitting an assignment in any form, the student gives permission for the assignment to be checked for plagiarism, either by submitting the work for electronic verification or by other means.
4. Final exams cannot be given before their scheduled times. Students need to check the final exam schedule before planning return flights or other events at the end of the semester.
5. Students are to be in compliance with University, school, and departmental policies regarding ePortfolio requirements. Students should consult the ePortfolio handbooks for requirements regarding general education and the students' majors.
 - a. The penalty for not submitting electronically or for incorrectly submitting an ePortfolio artifact is a zero for that assignment.
 - b. By submitting an assignment, the student gives permission for the assignment to be assessed electronically.

B. Course Policies and Procedures

Evaluation Procedures

1. Grading System – Graduate

a.	Class notes and participation/projects	40%
b.	Negotiation presentations	30%
c.	Final Negotiations	<u>30%</u>
	TOTAL	100%
2. Grades are assigned on the basis of total points earned:
A = 90%
B = 80%
C = 70%
D = 60%
F = Below 60%
3. Attendance Policies
 - a. Students are expected and required to attend all classes. Failure to attend class on a regular basis will put the class attendance grade in jeopardy, as well as hinder the ability to profit from the course. There may be times when a student may need to be absent from class for a legitimate reason. At such time, it is the student's responsibility to clear that absence in advance with the professor. The procedure for contacting the professor is listed below.
 - b. A student with three or more absences (excused or unexcused) may be required to drop the class.
 - c. If a student desires advance permission for an excused absence, he or she should contact the professor or leave a message for the professor, and the

message should include the following information: student's name, the class and class time, why the student needs to be absent, and a return telephone number. To contact the professor, the student should attempt the following (in order) until successful:

- d. Talk to the professor or his student assistant (712-2094)
- e. Leave a message with the undergraduate business secretary (ext. 6555)

4. ePortfolio Requirements - None

VI. COURSE CALENDAR

Week 1-5	Class topics: Intro to conflict resolution: Alternative Forms of Dispute Resolution; Positional Bargaining; Principled Bargaining; Role Plays. <i>Assignment: Read Chapters 1-4 in "Getting to Yes"; Chapter 4 pp 70-88 and Appendix B pp 245-251 in "Peacemaker".</i>
Weeks 6-10	Class topics: Definitions; Preparing to Negotiate; Negotiation Personalities; Negotiation Styles; Gender Differences; Role Plays. <i>Assignment: Read Chapters 5-8 in "Yes"; Read Chapter 11 pp 204-224 in "Peacemaker" EXAM review; Mid-Term Exam.</i>
Weeks 11-15	Class topics: Definitions; Dirty Tricks; BATNA, Negotiation Jujitsu, etc.; Biblical perspectives; Role Plays; Final Negotiation Role Plays and presentation. <i>Assignment: prepare Bible negotiation observation report (instructions given in class). Practice negotiation for final presentation; prepare and conduct final negotiation for final grade.</i>

Course Inventory for ORU's Student Learning Outcomes

Conflict Resolution MGT 461
Fall 2006

This course contributes to the ORU student learning outcomes as indicated below:

Significant Contribution – Addresses the outcome directly and includes targeted assessment.

Moderate Contribution – Address the outcome directly or indirectly and includes some assessment.

Minimal Contribution – Address the outcome indirectly and includes little or no assessment.

No Contribution – Does not address the outcome.

The student Learning glossary at <http://ir.oru.edu/doc/glossary.pdf> defines each outcome and each of the proficiencies/capacities.

OUTCOMES and Proficiencies/Capacities		Significant Contribution	Moderate Contribution	Minimal Contribution	No Contribution
1	Outcome #1 – SPIRITUALLY ALIVE				
	<i>Proficiencies/Capacities</i>				
1A	Biblical knowledge			x	
1B	Sensitivity to the Holy Spirit			x	
1C	Evangelistic capability			x	
1D	Ethical behavior	x			
2	Outcome #2 – INTELLECTUALLY ALERT				
	<i>Proficiencies/Capacities</i>				
2A	Critical thinking	x			
2B	Analytical problem solving		x		
2C	Global and historical perspectives			x	
2D	Aesthetic appreciation				x
2E	Intellectual creativity	x			
2F	Information literacy	x			
3	Outcome #3 – PHYSICALLY DISCIPLINED				
	<i>Proficiencies/Capacities</i>				
3A	Healthy lifestyle				x
3B	Physically active lifestyle				x
3C	Properly balanced nutrition plan				x
4	Outcome #4 – SOCIALLY ADEPT				
	<i>Proficiencies/Capacities</i>				
4A	Communication skills	x			
4B	Interpersonal skills			x	
4C	Appreciation of cultural and linguistic differences			x	
4D	Responsible citizenship	x			
4E	Leadership capacity			x	