

.Syllabus for
MGT 461/GMGT 560 - Conflict Resolution
3 Credit Hours
Fall 1999

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. 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 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. COURSE OBJECTIVES

As a result of successfully completing this course, the student, with a 70% minimum level of accuracy, should 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. TEXTBOOK

- A. Fisher, Roger and William L. Ury. Getting to Yes: Negotiating Agreement Without Giving In . New York City: Penguin Books, 1991.
- B. Nierenberg, Gerald I. The Complete Negotiator . New York City: Nierenberg & Zeif Publishers, 1986.
- C. Outside reading and research will be necessary for case negotiations. Articles from current periodicals may be assigned to facilitate classroom discussion.

V. COURSE PROCEDURES

A. Course Prerequisites—None

B. Evaluation Procedures

1. Grading System – Under Graduate

- | | | |
|----|--|------------|
| a. | Class notes and participation/projects | 20% |
| b. | Negotiation presentations | 50% |
| c. | Testing | <u>30%</u> |

TOTAL		100%
-------	--	------

2. Grading System – Graduate

- | | | |
|----|--|------------|
| a. | Class notes and participation/projects | 20% |
| b. | Negotiation presentations | 50% |
| c. | Paper | 20% |
| d. | Final Paper | <u>10%</u> |

TOTAL		100%
-------	--	------

3. Grades are assigned on the basis of total points earned:

A = 90%

B = 80%

C = 70%

D = 60%

F = Below 60%

C. University Policies

1. “Consistent with Section 504 of The Rehabilitation Act of 1973, and the Americans With Disabilities Act, ORU ensures that no ‘qualified individual’ will be denied reasonable accommodation in the form of modification of policies, practices and /or procedures.” Students with disabilities who wish to access services should contact their professor(s) and the Office of Disability Services at Ext. 7355 to initiate the process.
2. Students and faculty at Oral Roberts University adhere to all laws addressing the ethical use of others’ materials, whether it is in the form of print, video, multimedia, or computer software.
3. Students taking a late exam because of an unexcused absence will be charged a late exam fee.

VI. ATTENDANCE POLICY

- A. Attendance at each class or laboratory is mandatory at Oral Robbers University.
- B. Double cuts will be assessed for absences immediately preceding or following holidays or breaks.
- C. 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.

- D. A student with three or more absences (excused or unexcused) may be required to drop the class.
- E. 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:
 - 1. Talk to the professor or his student assistant (ext. 6988)
 - 2. Leave a message with the graduate business secretary (ext. 6120)
 - 3. Leave a voice mail message at 495-6988

VII. COURSE CALENDAR

Weeks 1 – 6, lectures and practice hypotheticals.

Lecture Topics

Introduction to Conflict Resolution, Positional Bargaining, Principled Bargaining, Negotiation Personalities and Styles, Legal Issues of Conflict Resolution.

Week 7, mid-term exam. Weeks 8 – 15, negotiation hypotheticals.

Marshal Wright
Name of Instructor

MGT 451 – GMGT 560
Course #

Conflicts Resolution
Title of Course

School of Business
Name of Department

MISSION

The lifestyle at ORU is rooted in the word “Wholeness.” ORU seeks to educate the whole person, with balanced emphasis placed on the development of the mind, spirit, and body.

GENERAL OUTCOMES

1. Spiritual Development
2. Physical Development
3. Communication
Interpersonal/Leadership
4. Analysis
5. Problem Solving
6. Valuing in Decision Making
7. Social Interaction
8. Global Perspectives
9. Effective Citizenship
10. Aesthetic Responsiveness

MAJOR OUTCOMES

Critical Thinking/
Communicating
Accurately uses management theory to interpret and analyze business situations and effectively communicates his analysis to others.

Enterprising/Problem Solving
Takes the initiative in identifying and solving managerial problems or pursuing opportunities for organizational growth or improvement.

Demonstrates the ability to use accounting, organizational and management theory to interact effectively in organizational contexts that require leadership ability as an individual or in group behavior.

Global Perspectives
Demonstrates the ability to use managerial theoretical frameworks to identify global perspectives and cultural mores of different countries.

COURSE GOALS

The student will be able to:
Analyze various conflicts, create alternative resolutions, select and implement courses of action in business related setting.

Become proficient in conducting private business conflicts and resolution.

Become proficient in conducting public business conflict resolution.

ASSESSMENT OF COURSE GOALS

STIMULI

Examinations
Problem Solving
Assignments
Individual Presentations
Negotiating Role Playing
Computer Analyses

CRITERIA

Listed in course syllabus.

