

Syllabus  
**MGT 461 Conflict Resolution**  
3 Credit Hours-Undergraduate  
8 Weeks  
Fall 2011

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. Grand Rapids: Baker Books , 2004

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, electronic, video, multimedia, or computer software. Plagiarism and other forms of cheating involve both lying and stealing and are violations of ORU's Honor Code: "I will not cheat or plagiarize; I will do my own academic work and will not inappropriately collaborate with other students on assignments." Plagiarism is usually defined as copying someone else's ideas, words, or sentence structure and submitting them as one's own. Other forms of academic dishonesty include (but are not limited to) the following:
  - a. Submitting another's work as one's own or colluding with someone else and submitting that work as though it were his or hers;
  - b. Failing to meet group assignment or project requirements while claiming to have done so;
  - c. Failing to cite sources used in a paper;
  - d. Creating results for experiments, observations, interviews, or projects that were not done;
  - e. Receiving or giving unauthorized help on assignments.  
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. Penalties for any of the above infractions may result in disciplinary action including failing the assignment or failing the course or expulsion from the University, as determined by department and University guidelines.
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 Whole Person Assessment requirements. Students should consult the WPA handbooks for requirements regarding general education and the students' majors.
  - a. The penalty for not submitting electronically or for incorrectly submitting an 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. Mid Term and Final Exam 30%
  - c. Final Negotiation & Report 30%
  - 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:
  - d. Leave a message with the undergraduate business secretary ( ext. 6555 )
- 4. Whole Person Assessment Requirements - None

## VI. COURSE CALENDAR


Week	<i>Getting to Yes</i>	<i>Peacemakers</i>	Exam or
<b>Negotiate</b>			
1	1	1 and 2	
2	2	3 and 4	
3	3	5 and 6	
4.	4-5		negotiate
5.	6-8		mid-term
6.	Conclusion and Ten Questions		negotiate
7.		7, 8 and 9	negotiate
8.		10, 11 and 12	final

# Course Inventory for ORU's Student Learning Outcomes

## *Conflict Resolution MGT 461*

*Fall 2011*

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

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

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

**Minimal Contribution** – Addresses 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.

	<b>OUTCOMES &amp; Proficiencies/Capacities</b>	Significant Contribution	Moderate Contribution	Minimal Contribution	No Contribution
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<b>1</b>	<b>Outcome #1 – Spiritually Alive</b>				
	<i>Proficiencies/Capacities</i>				
1A	Biblical knowledge			x	
1B	Sensitivity to the Holy Spirit			x	
1C	Evangelistic capability			x	
1D	Ethical behavior	x			

<b>2</b>	<b>Outcome #2 – Intellectually Alert</b>				
	<i>Proficiencies/Capacities</i>				
2A	Critical thinking	x			
2B	Information literacy	x			
2C	Global & historical perspectives			x	
2D	Aesthetic appreciation				x
2E	Intellectual creativity	x			

<b>3</b>	<b>Outcome #3 – Physically Disciplined</b>				
	<i>Proficiencies/Capacities</i>				
3A	Healthy lifestyle				x
3B	Physically disciplined lifestyle				x

<b>4</b>	<b>Outcome #4 – Socially Adept</b>				
	<i>Proficiencies/Capacities</i>				
4A	Communication skills	x			
4B	Interpersonal skills			x	
4C	Appreciation of cultural & linguistic differences			x	
4D	Responsible citizenship	x			
4E	Leadership capacity			x	