

## C216-M30: Essential Negotiation Skills for Effective Conflict Management

**Course Format:** Online

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**Course credits:** 10 CEUs

**Prerequisites:** None

**Course Description:** This course offers practical conflict management techniques and strategies for handling the challenges of adversarial conflict through cooperative negotiation. Students will study the role of communication, perception, emotions and power dynamics in the negotiation process. Emphasis is also placed on negotiating with challenging parties and in difficult situations. Students will learn the specific ways to transform conflicts and negotiate mutually satisfying agreements more successfully in their personal and professional lives.

### Required Course Materials

- Fisher, R. & Ury, W. (2012). *Getting to Yes: Negotiating an Agreement Without Giving In*. London: Random House Business Books. ISBN-13: 978-0143118756
- Ury, W. (1993). *Getting Past No: Negotiating in Difficult Situations*. New York: Bantam Books. ISBN-13: 978-0553371314

### Course Learning Objectives

- Describe strategies for effective negotiation
- Identify barriers to principled negotiation
- Demonstrate techniques used in effective negotiation
- Analyze conflict situations personally, socially, and professionally

### Course Overview

UNIT #	UNIT TOPIC	EVALUATED ACTIVITIES
1	Bargaining over Positions	Written assignment Case Study
2	Separating the People from the Problem	Written assignment Case Study
3	Focus on Interests, not Positions	Written assignment Case Study
4	Invent Options for Mutual Gains	Written assignment Case Study
5	Insist on Using Objective Criteria	Written assignment
6	Best Alternative to a Negotiated Agreement	Written assignment
7	Negotiation Jujitsu	Written assignment
8	Taming the Hard Bargainer	Written assignment
9	Getting Past No	Written assignment
10	Don't React – Go to the Balcony	Written assignment
11	Don't Argue – Step to Their Side	Written assignment

12	Don't Reject – Reframe	Written assignment
13	Don't Push – Build Them a Golden Bridge	Written assignment
14	Don't Escalate – Use Power to Educate	Written assignment
15	Turning Adversaries into Partners	Case Study
		Final Exam

### Evaluation Methods

Your final grade will be based on your performance on the following:

- 1) Written Assignments (40%)
- 2) Case Study (15%)
- 3) Final exam (45%)

#### *Written Assignments (40%)*

Reading comprehension questions are assigned in each unit of this course and are based off of the readings completed for each unit.

#### *Case Study (15%)*

Each Case Study presents a scenario to analyze. Using the information in the course you will analyze a scenario and answer questions related to the scenario.

#### *Final Exam (45%)*

The final exam consists of selecting and analyzing a conflict scenario through a written essay.

**Exam Method: There are no exams in this course**

### Grading Scale

The following grading scale is used to evaluate all course requirements and determine your final grade:

A = 93–100	B = 83–87.9	C = 70–77.9	D = 60–69.9
AB = 88–92.9	BC = 78–82.9		F = Below 60

#### *Pass/Fail Option*

Students who enroll in an Independent Learning (IL) course under the pass/fail option will receive a final grade of S in place of a final grade equivalent to an A, AB, B, BC, or C and a final grade of U in place of a final grade equivalent to a D or F.