



BUSI 3706 A
WINTER 2019

INTERNATIONAL BUSINESS NEGOTIATION

Instructor: Alain Lesage
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Course meets: Friday, 8:35 – 11:25

Pre-requisites:

second-year standing and BUSI 2701 or BUSI 2702 with a grade of C- or higher in each

Course calendar description from the 2018/2019 University calendar:

Introduction to theory and practice of negotiation in the international business context. Analysis of techniques of conflict resolution and improving ways to reach agreements.

Course Description:

The explosion of international business activities has had a marked impact on our lifestyles and on the economic environment in general. Companies are seeking international trade and investment opportunities in distant markets. Doing business overseas is, however, still considered to be a difficult task. Often, we hear stories about unsuccessful encounters between business executives from different cultures mainly because they are not able to communicate and negotiate effectively with each other.

Treating negotiations as a technique that can be learned and adapted to international business relations, this course deals with three main inter-related themes:

- business negotiation skills and tactics.
- conflict resolution
- cross-cultural communication and management of cultural differences in international business deals

Learning Objectives:

The key learning objective of this course is to familiarize participants with the processes of negotiation and the problems in cross-cultural communication and negotiations. This will encompass both theoretical and practical aspects of negotiations. Having completed this course, the participants will acquire skills to handle international business negotiations more efficiently. Students will also get the chance to experience 'live' negotiations firsthand through case studies and a role play.

By the end of this course, students should be able to:

- Describe and apply the key skills required to handle business negotiations in an international context
- Analyze problems and issues in cross-cultural communications, particularly in an international business context
- Critically analyze and handle issues and problems related to international business negotiations
- Understand why conflicts arise and how they can be managed
- Identify and critically evaluate ethical issues surrounding business negotiations

Textbook:

Lewicki, R. J., Barry, B., Saunders, D. M., and Tasa, K. (2017). *Essentials of Negotiation* (Third Canadian Edition). McGraw-Hill Ryerson.

Methods of Evaluation:**1. Class Participation (15%)**

Class participation is the classroom equivalent to professionals' participation in meetings. It is an important part of success in this course and is a specific assignment, not an option. Effective participation means (a) active, (b) substantive, and (c) continuous contribution; occasional non-substantive comments or questions will not meet the requirements of this assignment. Performance is assessed by the instructor based on each participant's contribution, which may take the form, among others, of raising or answering questions, offering comments, enriching the class with relevant items of interest from the media or personal experiences, taking part in brief in-class quizzes, cases, or other exercises, and

overall effort throughout the term. To participate, one has to be in class; so, attendance also affects the class participation evaluation, especially during team presentations.

2. Two in-class tests (20% each for a total of 40%)

These tests will help consolidate the knowledge that you acquire during the course. Each test will be made of multiple-choice questions and short or long answer questions; each test will take about 90 minutes.

3. “Understanding Business Negotiation” project (30%)

The purpose of this team project is to broaden your understanding of business negotiations by writing a short essay and delivering a presentation on a specific subject within the field of international business negotiations.

Each team will select a subject among the following and get the choice approved by the instructor during the third period of the course:

- A. Negotiations and... (either of: personality, emotions, culture, ethics, etc.)
- B. Negotiations in... (a country or region having significant international trade, as the USA, China, Japan, Germany, Asia, the Arab world, etc.)

This project will enable you to learn about your chosen topic by drawing information from a number of sources and gain a deeper understanding of a specific aspect of international business negotiations. Accordingly, teams should make sure that they will be able to find and access sufficient relevant and authoritative sources regarding their selected subject.

The specific requirements are:

1. The assignment will be handled by teams of 4 or 5 students.
2. Topic selection must be made by the team and approved by the instructor by the third period of the course.
3. The team’s research and essay will focus either on (A) explaining the relation that exists between business negotiations and the specific subject selected; or (B) the specificity of doing business and managing business negotiations in the country or region selected. Theoretical explanations as well as real examples are welcomed.
4. The essay must be based on a bibliography containing a minimum of two (2) articles from academic journals per team member. Articles must be identified by the team members based on a search of the literature. Sources will be cited using APA style documentation.
5. Each team must submit a paper summarizing its research on the chosen topic, both in hard copy and by electronic means. The paper should be no longer than ten (10) pages, plus appendices and references. It must be single-spaced on letter-size paper, with 2.5 cm margins all-round, in Times-Roman 12, Arial 11, or equivalent font.
6. Each team will also present the findings from its research in class during a period dedicated to this purpose. The presentation should be about 15 minutes, followed by a question and answer period of 5 to 10 minutes. It should be supported by

visuals (such as Powerpoint or Prezi) and a copy of the visual submitted at the beginning of the presentation.

7. Each student must submit, by the last period, an evaluation of each team member's contribution to the team project (on a form to be provided by the instructor). If the mean mark given a student by his/her colleagues is at considerable variance (lower or higher) from his/her marks for other class work, then his/her team project marks might be adjusted accordingly.

4. Business Negotiation Exercise (15%)

This is an exercise that you will have to perform online over the course of a few days, outside of class hours. You will do an anonymous negotiation with a classmate and try to get the most out of that. Both the process and the end result of the negotiation will be assessed for each party to the negotiation.

Course Schedule:

Period	Date	Theme	Text chapter	Assignments
1	Jan. 11	Course introduction and overview The nature of negotiation	1	Form teams
2	Jan. 18	Distributive negotiation	2	
3	Jan. 25	Integrative negotiation	3	Select topic
4	Feb. 1	Planning and strategy Individual differences	4-5	
5	Feb. 8	In-class test 1 Perception, cognition, and emotion	6	Test 1
6	Feb. 15	Relationships and communication Power and persuasion	7-8	
	Feb. 22	Study week – no class		
7	March 1	Disputes and third-party help Ethics in negotiation	9-10	
8	March 8	Multiparty and team negotiation International and cross-cultural negotiation	11-13	
9	March 15	In-class test 2 Managing difficult negotiations	12	Test 2 Online negotiation
10	March 22	Group Presentations	.	Hand-in essays
11	March 29	Group Presentations		
12	April 5	Best practices Conclusion and review	.	

Deadlines, grades:

The only valid excuse for missing a deadline is for medical reasons or death in the family and must be documented with a medical certificate. Any other reason (such as travel, etc.) will not be considered. In such circumstances, separate arrangements can be made. If you miss a deadline for a reason that is not deemed as legitimate, your mark will be zero.

Please note that final grades are subject to the Dean's approval. Students are reminded to always retain a hard copy of all work that is submitted.

ADDITIONAL INFORMATION**Course Sharing Websites**

Materials created for this course (including presentations and posted notes, labs, case studies, assignments and exams) remain the intellectual property of the author(s). They are intended for personal use and may not be reproduced or redistributed without prior written consent of the author(s).

Required calculator in BUSI course examinations

If you are purchasing a calculator, we recommend any one of the following options: Texas Instruments BA II Plus (including Pro Model), Hewlett Packard HP 12C (including Platinum model), Staples Financial Calculator, Sharp EL-738C & Hewlett Packard HP 10bII

Group work

The Sprott School of Business encourages group assignments in the school for several reasons. They provide you with opportunities to develop and enhance interpersonal, communication, leadership, follower-ship and other group skills. Group assignments are also good for learning integrative skills for putting together a complex task. Your professor may assign one or more group tasks/assignments/projects in this course. Before embarking on a specific problem as a group, it is your responsibility to ensure that the problem is meant to be a group assignment and not an individual one.

In accordance with the Carleton University Undergraduate Calendar (p 34), the letter grades assigned in this course will have the following percentage equivalents:

A+ = 90-100	B+ = 77-79	C+ = 67-69	D+ = 57-59
A = 85-89	B = 73-76	C = 63-66	D = 53-56
A - = 80-84	B - = 70-72	C - = 60-62	D - = 50-52
F = Below 50			

Grades entered by Registrar:

WDN = Withdrawn from the course

DEF = Deferred

Academic Regulations

University rules regarding registration, withdrawal, appealing marks, and most anything else you might need to know can be found on the university's website, here:

<http://calendar.carleton.ca/undergrad/regulations/academicregulationsoftheuniversity/>

Requests for Academic Accommodation

You may need special arrangements to meet your academic obligations during the term. For an accommodation request, the processes are as follows:

Pregnancy obligation

Please contact your instructor with any requests for academic accommodation during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist. For more details, visit the Equity Services website: carleton.ca/equity/wp-content/uploads/Student-Guide-to-Academic-Accommodation.pdf

Religious obligation

Please contact your instructor with any requests for academic accommodation during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist. For more details, visit the Equity Services website: carleton.ca/equity/wp-content/uploads/Student-Guide-to-Academic-Accommodation.pdf

Academic Accommodations for Students with Disabilities

If you have a documented disability requiring academic accommodations in this course, please contact the Paul Menton Centre for Students with Disabilities (PMC) at 613-520-6608 or pmc@carleton.ca for a formal evaluation or contact your PMC coordinator to send your instructor your Letter of Accommodation at the beginning of the term. You must also contact the PMC no later than two weeks before the first in-class scheduled test or exam requiring accommodation (if applicable). After requesting accommodation from PMC, meet with your instructor as soon as possible to ensure accommodation arrangements are made. carleton.ca/pmc

Survivors of Sexual Violence

As a community, Carleton University is committed to maintaining a positive learning, working and living environment where sexual violence will not be tolerated, and is survivors are supported through academic accommodations as per Carleton's Sexual Violence Policy. For more information about the services available at the university and to obtain information about sexual violence and/or support, visit: carleton.ca/sexual-violence-support

Accommodation for Student Activities

Carleton University recognizes the substantial benefits, both to the individual student and for the university, that result from a student participating in activities beyond the classroom experience. Reasonable accommodation must be provided to students who compete or perform at the national or international level. Please contact your instructor with any requests for academic accommodation during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist. <https://carleton.ca/senate/wp-content/uploads/Accommodation-for-Student-Activities-1.pdf>

For more information on academic accommodation, please contact the departmental administrator or visit: students.carleton.ca/course-outline

Academic Integrity

Violations of academic integrity are a serious academic offence. Violations of academic integrity – presenting another’s ideas, arguments, words or images as your own, using unauthorized material, misrepresentation, fabricating or misrepresenting research data, unauthorized co-operation or collaboration or completing work for another student – weaken the quality of the degree and will not be tolerated. Penalties may include; a grade of Failure on the submitted work and/or course; academic probation; a refusal of permission to continue or to register in a specific degree program; suspension from full-time studies; suspension from all studies at Carleton; expulsion from Carleton, amongst others. Students are expected to familiarize themselves with and follow the Carleton University Student Academic Integrity Policy which is available, along with resources for compliance at: <https://carleton.ca/registrar/academic-integrity/>.

Sprott Student Services

The Sprott student services office, located in 710 Dunton Tower, offers academic advising, study skills advising, and overall academic success support. If you are having a difficult time with this course or others, or just need some guidance on how to successfully complete your Sprott degree, please drop in any weekday between 8:30am and 4:30pm. Our advisors are happy to discuss grades, course selection, tutoring, concentrations, and will ensure that you get connected with the resources you need to succeed!

<http://sprott.carleton.ca/students/undergraduate/learning-support/>

Centre for Student Academic Support

The Centre for Student Academic Support (CSAS) is a centralized collection of learning support services designed to help students achieve their goals and improve their learning both inside and outside the classroom. CSAS offers academic assistance with course content, academic writing and skills development. Visit CSAS on the 4th floor of MacOdrum Library or online at: carleton.ca/csas.

Important Information:

- Students must always retain a hard copy of all work that is submitted.
 - All final grades are subject to the Dean’s approval.
 - For us to respond to your emails, we need to see your full name, CU ID, and the email must be written from your valid CARLETON address. Therefore, in order to get a response to your inquiries, please send all email from your Carleton CMail account. If you do not have or have yet to activate this account, you may wish to do so by visiting <http://carleton.ca/ccs/students/>
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