



MANAGING CONFLICT AND NEGOTIATION - BUSI 3106 (0.5 credit)
Fall 2016

Instructor: Donald Hall
Contact: 613-688-2520 (weekdays, daytime) / donald.hall@carleton.ca
Class Time: Wednesday, 2:35 p.m. to 5:25 p.m.
Classroom: Canal Building 3101
Office Hours: by appointment

Course Description

From the Carleton University 2016-2017 Undergraduate Calendar: Analysis of the sources and forms of conflict and effective approaches to managing conflict. Exploration of the effectiveness of various strategies of negotiations.

Prerequisites

BUSI 2101 or BUSI 2702 with a grade of C- or higher. The School of Business enforces all prerequisites. It is the student's responsibility to ensure that the prerequisite requirements are met. Failure to meet the prerequisites may result in your deregistration from this course any time into the term.

Communication with the Instructor

Required class materials and announcements will be posted on the BUSI 3106 cuLearn web page. It is up to you to print and bring to class, and/or bring a device capable of displaying all required materials. The instructor will also occasionally send notices or reminders by e-mail without a website posting. Students with questions or problems during the semester are encouraged to make an appointment with the instructor. Meetings with students will typically be scheduled immediately before or following class. Students may also phone the instructor during regular business hours Monday through Friday. You may also communicate with the instructor by e-mail. When you do so, please send from your carleton.ca account, and always put "BUSI 3106" in the subject line. I will respond to e-mails within 3 to 4 days.

Grading Scheme

Class Engagement	15%
Quiz #1	10%
Quiz #2	10%
Conflict Scene Analysis	15%
Case Study	20%
Personal Statement	10%
In-class Test	<u>20%</u>
	100%

Assignments are due at the beginning of class. Late assignments due to illness or unavoidable personal circumstances will be excused. In the case of missed assignments or missed quizzes/tests for the same reasons, your final grade will be prorated accordingly. All other failures to meet deadlines will result in mark reductions (nominally 20 percent of the mark per week). Page number maximums refer to single-spaced pages with double spacing between paragraphs in no smaller than 11 pt font, with 1 inch margins.

Class Engagement and Learning Circles

Students are expected to take part actively and attentively in class lectures, discussions and exercises -- whether this involves listening and taking notes, or speaking, or both. Each student will be a member of a four-person learning circle. At their best, learning circles can help students to be more engaged in the course by helping students understand the material including how to integrate it into their professional and personal lives. Members can support one another in class participation. Learning circles can also be used to support work on assignments. Fifteen percent of the final course grade is based on engagement. Two-thirds of this will be based on learning circle member peer evaluations. The remaining one-third will be based on the instructor's observations of student participation.

Quizzes

Two multiple-choice / true-false / fill-in-the-blank quizzes will assess students' absorption of the material presented in Classes 1 through 3 (Quiz #1) and Classes 4 through 6 (Quiz #2).

Conflict Scene Analysis

Working in self-selected pairs, students will choose a conflict from a film or television show. Students will analyze the conflict using models learned in the course. As "scene directors" students will "re-write" the script using a more effective conflict management approach. Each pair will present their work in class accompanied by a one-page handout.

Case Study

Working in five-person teams, students will undertake case studies in real organizations in order to apply their understanding of conflict management and negotiation concepts and practices. Students are to make contact with an organization, conduct an initial meeting (or meetings) with the organization's representative to discuss the nature and scope of the potential case study, and gain agreement-in-principle to proceed. This will result in a concise (1 page maximum) statement of work to be submitted to the instructor and, following instructor feedback and approval, to the organization. Once approved, students will conduct required field work and write up their case studies (4 pages maximum) including a statement of facts and observations, and your analysis. Students will also submit a 1 page "note to file."

Personal Statement

In order to help students more deeply integrate lessons from the course, students will write a short (1 page maximum) personal statement addressing the following points:

- What stood out for you in the course?
- How will you apply this to your professional life?
- How will you apply this to your personal life?

In-class Test

There will be a mini essay / short answer test worth 20 percent of the final grade. The test will cover the entire course.

Schedule

Week	Topic	Due, Quizzes, Test
1	<i>Course Introduction & Conflict Basics</i>	
2	<i>Interpersonal Conflict: TKCMI</i>	
3	<i>Communication and Decision-making</i>	
4	<i>Constructive Conflict Resolution</i>	Quiz #1
5	<i>Negotiation I</i>	Case Study Statement of Work
6	<i>Negotiation II</i>	
7	<i>Special Topics</i>	Quiz #2
8	<i>Simulation</i>	
9	<i>Student Presentations</i>	Conflict Scene Analysis (Part 1)
10	<i>Student Presentations</i>	Conflict Scene Analysis (Part 2)
11	<i>In-class Test, Case Study Help</i>	
12	<i>Course Wrap-up</i>	Case Study, Personal Statement

About the Instructor

Donald Hall is a partner in the Ottawa-based management consulting firm Goss Gilroy Inc. He specializes in organization development, group training and facilitation, and applied social research. He is past president of the Organization Development Network of Ottawa-Outaouais. He received his Ph.D. in Applied Social Psychology from the University of Saskatchewan subsequently took training from the NTL Institute and the Sloan School of Management, MIT.

- Additional Information -

Course Sharing Websites

Student or professor 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 Spratt 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

WDN = Withdrawn from the course

ABS = Student absent from final exam

DEF = Deferred (See above)

FND = (Failed, no Deferred) = Student could not pass the course even with 100% on final exam

Academic Regulations, Accommodations, Etc.

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 Accommodations

For Students with Disabilities:

The Paul Menton Centre for Students with Disabilities (PMC) provides services to students with Learning Disabilities (LD), psychiatric/mental health disabilities, Attention Deficit Hyperactivity Disorder (ADHD), Autism Spectrum Disorders (ASD), chronic medical conditions, and impairments in mobility, hearing, and vision. If you have a disability requiring academic accommodations in this course, please contact PMC at 613-520-6608 or pmc@carleton.ca for a formal evaluation. If you are already registered with the PMC, contact your PMC coordinator to send me your Letter of Accommodation at the beginning of the term, and no later than two weeks before the first in-class scheduled test or exam requiring accommodation (if applicable). Requests made within two weeks will be reviewed on a case-by-case basis. After requesting accommodation from PMC, meet with me to ensure accommodation arrangements are made. Please consult the PMC website (www.carleton.ca/pmc) for the deadline to request accommodations for the formally-scheduled exam (if applicable).

For Religious Obligations: Students requesting academic accommodation on the basis of religious obligation should make a formal, written request to their instructors for alternate dates and/or means of satisfying academic requirements. Such requests should be made during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist, but no later than two weeks before the compulsory event. Accommodation is to be worked out directly and on an individual basis between the student and the instructor(s) involved. Instructors will make accommodations in a way that avoids academic disadvantage to the student. Students and instructors can confirm accommodation eligibility of a religious event or practice by referring to the Equity Services website (<http://carleton.ca/equity/accommodation/religious-observances/>) for a list of holy days and Carleton's Academic Accommodation policies. If there are any questions on the part of the student or instructor, they can be directed to an Equity Services Advisor in the Equity Services Department for assistance.

For Pregnancy: Pregnant students requiring academic accommodations are encouraged to contact an Equity Advisor in Equity Services to complete a letter of accommodation. The student must then make an appointment to discuss her needs with the instructor at least two weeks prior to the first academic event in which it is anticipated the accommodation will be required.

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 in 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:

<http://www2.carleton.ca/sasc/advisingcentre/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're 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/support-services/> Be in the know with what's happening at Sprott: Follow @SprottStudents and find us on Facebook SprottStudents Sprott.

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, it would be easier to respond to your inquiries if you would send all email from your

Carleton 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/>