



COURSE OUTLINE: GBM305 - NEG. CONFLICT & RISK

Prepared: Gabriel Araba

Approved: Sherri Smith, Chair, Natural Environment, Business, Design and Culinary

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| Course Code: Title | GBM305: NEGOTIATION, CONFLICT, & RISK MANAGEMENT |
| Program Number: Name | 2109: GLOBAL BUSINESS MGMT |
| Department: | BUSINESS/ACCOUNTING PROGRAMS |
| Academic Year: | 2023-2024 |
| Course Description: | This course introduces the major schools of thought in social psychology, law, and business. Negotiation and conflict resolution strategies are examined from theoretical and practical perspectives to develop deeper understanding and applications for a wide array of business synergies and strategic partnerships. |
| Total Credits: | 3 |
| Hours/Week: | 3 |
| Total Hours: | 42 |
| Prerequisites: | There are no pre-requisites for this course. |
| Corequisites: | There are no co-requisites for this course. |
| Vocational Learning Outcomes (VLO's) addressed in this course: | 2109 - GLOBAL BUSINESS MGMT |
| Please refer to program web page for a complete listing of program outcomes where applicable. | VLO 8 Apply leadership and teamwork skills establishing and maintaining working relationships |
| | VLO 10 Apply the principles of business ethics and international corporate responsibility |
| | VLO 13 Develop personal professional development strategies and plans to enhance leadership and management skills |
| | VLO 15 Employ environmentally sustainable practices within the profession |
| Essential Employability Skills (EES) addressed in this course: | EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. |
| | EES 5 Use a variety of thinking skills to anticipate and solve problems. |
| | EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others. |
| | EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals. |
| | EES 10 Manage the use of time and other resources to complete projects. |
| | EES 11 Take responsibility for ones own actions, decisions, and consequences. |
| Course Evaluation: | Passing Grade: 50%, D |
| | A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation. |
| Books and Required | Negotiation by Roy Lewicki, David Saunders and Bruce Barry IE |



Resources:

Publisher: McGraw Hill Edition: 8th Edition

ISBN: 9781260565591

Use other applicable Free Open Educational Resources to cover Course outcomes and Learning Objectives where necessary.

Course Outcomes and Learning Objectives:

| Course Outcome 1 | Learning Objectives for Course Outcome 1 |
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| Understand and explain the fundamentals of negotiation. | 1.1 Define negotiation and identifying negotiation types. 1.2 Apply negotiation to resolve complex inter-related situations. 1.3 Understand negotiation and the relevance to conflict management. 1.4 Recognize and explaining distributive bargaining methods and schemes. 1.5 Identify integrative bargaining, the process and value creation. 1.6 Explain the negotiation process, developing the negotiation strategy and implementation. |
| Course Outcome 2 | Learning Objectives for Course Outcome 2 |
| Manage individual differences, personality types, attributes and effective communication in negotiations. | 2.1 Examine gender types, traits, stereotypes and the effect on negotiations. 2.2 Manage perception, cognition, and emotion in negotiation. 2.3 Use effective positive and non-verbal communication techniques. 2.4 Build and develop trust and objectivity in negotiation. |
| Course Outcome 3 | Learning Objectives for Course Outcome 3 |
| Identify and manage negotiation power and persuasive skills. | 3.1 Identify sources of power and using power in negotiations. 3.2 Managing sources of power during negotiation. 3.3 Explain and develop persuasion methods. 3.4 Describe tools and techniques for influence in negotiation. |
| Course Outcome 4 | Learning Objectives for Course Outcome 4 |
| Gain knowledge of managing dispute and engaging third-party for resolution. | 4.1 Recognize and manage dispute situation. 4.2 Explain the strategic approach to dispute settlement. 4.3 Describe and differentiate between arbitration and mediation. 4.4 Resolve dispute within teams and project groups. |
| Course Outcome 5 | Learning Objectives for Course Outcome 5 |
| Manage difficult negotiations. | 5.1 Analyze plausible options and managing difficult factors in negotiation. 5.2 Apply strategic response in difficult negotiation and correcting power imbalance. 5.3 Handle difficult personalities and temperaments in negotiation. |
| Course Outcome 6 | Learning Objectives for Course Outcome 6 |
| Describe multiparty, coalitions and team negotiations. | 6.1 Identify the specifics of multiparty, coalitions and team negotiations. 6.2 Explain the factors constituting multiparty negotiations. |



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| | 6.3 Summarize the meaning of coalitions and their impact on multiparty negotiation. 6.4 Plan and conduct team negotiation. |
| Course Outcome 7 | Learning Objectives for Course Outcome 7 |
| Understand and manage ethical issues in negotiation and deploying best practices. | 7.1 Explain ethics and relevance to negotiation outcomes. 7.2 Understand ethical conducts and occurrences in negotiation. 7.3 Identify and manage the occurrences of unethical conducts in negotiations. 7.4 Engage diplomacy and tackling other party's use of deception. 7.5 Engage negotiation best practices. |

Evaluation Process and Grading System:

| Evaluation Type | Evaluation Weight |
|-----------------------------------|--------------------------|
| Assignments - Case study Analysis | 30% |
| Final exam | 30% |
| Mid-Term Exam | 20% |
| Negotiation exercise practice | 20% |

Date:

June 23, 2023

Addendum:

Please refer to the course outline addendum on the Learning Management System for further information.

