



COURSE OUTLINE: GBM305 - NEG. CONFLICT & RISK

Prepared: Gabriel Araba

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

Course Code: Title	GBM305: NEGOTIATION, CONFLICT, & RISK MANAGEMENT
Program Number: Name	2106: GLOBAL BUSINESS MGMT
Department:	BUSINESS/ACCOUNTING PROGRAMS
Semesters/Terms:	20F, 21S
Course Description:	This course introduces the major schools of thought in social psychology, law, and business. Conflict resolution strategies are examined from theoretical and practical perspectives to develop a deeper self-awareness.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
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:	2106 - GLOBAL BUSINESS MGMT
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 5 Plan, direct, execute and evaluate individual and team projects
	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.

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.



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Books and Required Resources:

Conflict Management: A Practical Guide to Developing Negotiation Strategies. by Barbara A. Budjac Corvette.
 Publisher: Pearson-Prentice Hall Edition: 2019
 ISBN: 0131193236

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1.0 Understanding negotiations, its components and relevance to personality types	1.1 Defining negotiation and developing negotiation strategies 1.2 Developing effective and personal negotiating power 1.3 Analyzing personal profile of negotiating and personal attributes 1.4 Learning theory and assessing yourself
Course Outcome 2	Learning Objectives for Course Outcome 2
2.0 Managing conflict, Establishing an effective approach to negotiation, conflict and developing negotiation styles	2.1 Establishing terms, knowing the social schools of thought on conflict 2.2 Managing, using, and Resolving conflict through negotiation 2.3 Identifying and utilizing negotiation different styles 2.4 Recognizing distribution versus Integration and analyzing assessment results 2.5 Building dynamic interaction among personality. interest, goals, context etc.
Course Outcome 3	Learning Objectives for Course Outcome 3
3.0 Identify and manage key negotiating temperaments and effective communication in negotiation	3.1 Categorizing personalities 3.2 Knowing the four key negotiating temperaments 3.3 Managing behaviour expectations 3.4 Assessing your primary negotiating temperatures 3.5 Establishing the communication process 3.6 Observing rules of effective listening and speaking in negotiation 3.7 knowledge of filtering, managing conflict arising in negotiation and body language
Course Outcome 4	Learning Objectives for Course Outcome 4
4.0 Navigating cultural and gender difference and identifying interest and goals in negotiation	4.1 Understanding culture, cultural differences and their effects in negotiation 4.2 Classifying country cultures 4.3 Identifying relationships and gaining knowledge of cultural dimension to personality 4.4 consideration for gender difference in negotiation
Course Outcome 5	Learning Objectives for Course Outcome 5
5.0 Understanding the Importance of Perception, Effect of Power in Negotiation and Self-Assertion	5.1 Appreciating the difference and complexities of perspectives 5.2 Investigating the effect of Personality difference, cultural expectation on perception 5.3 understanding the attribution theory and relevance in negotiation 5.4 Recognizing Perceptual difference in Negotiation, the role of

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	perception in goals/decisions 5.5 Analyzing the effect of power in negotiation and identifying the types of power 5.6 asserting yourself, Assertion assessment and anger management tools
Course Outcome 6	Learning Objectives for Course Outcome 6
6.0 Learning the principles of Persuasion,engaging the rules of negotiation and common mistakes	6.1 Explaining social judgement theory 6.2 Applying latitude of commitment , non-commitment, cognitive dissonance and negative bias 6.3 Preparing your arguments to persuade, going for ACE and crossing the creek 6.4 Engaging diplomacy and role playing 6.5 identifying the rules and avoiding common mistakes
Course Outcome 7	Learning Objectives for Course Outcome 7
7.0 Employing the negotiation process, exploring alternative styles, strategies, and techniques of negotiation	7.1 Identifying the negotiation process 7.2 Knowing and explaining the negation terminology 7.3 Observing the stages of negotiation and negotiating in a representative capacity 7.4 Negotiating in leadership and public relations 7.5 Managing third-party intervention 7.6 Deploying your personal negotiation power

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 17, 2020

Addendum:

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

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