COURSE SYLLABUS

Please read the following course syllabus carefully, especially the course dates, times and location. If you have any questions, please do not hesitate to communicate with the IDEAL Program office, your academic advisor, or the instructor.

The IDEAL degree-completion program is designed with the adult learner in mind. Adult learners approach learning with specific goals, want to be able to directly apply new learning to their work and personal lives, and tend to learn best when the coursework is problem-centered so that they are actively engaged in the learning process. In addition, adults bring rich and varied experience to the classroom, which becomes a valuable learning resource for other students.

The IDEAL Program assumes joint responsibility in the learning process. The activities and assignments in the courses build on the shared experience of all learners in each class. This is why each student’s preparation, participation and interaction in class activities and discussions are critical to the success of each course. The accelerated format of each course requires a significant amount your time outside the classroom to prepare for and complete the course assignments. This varies between students and courses; however, students typically spend nine-twelve hours per week on course material.

To participate in the IDEAL Program, it is expected that you will do the following:

1. Attend every class session. Be on time.
2. Obtain the required course materials prior to the first class session.
3. Complete the first assignment prior to the first class session and all subsequent assignments to the best of your ability.
4. Participate in the class discussions and demonstrate respect and consideration to the instructor and other students when they express themselves in discussion.

If you cannot perform these four expectations, it is recommended that you drop the course. We look forward to your academic success in each course and the ultimate completion of your degree.
Course No. & Title: MGMT 340 RB8W1, Conflict and Negotiation
Semester and Term: SUMMER 2015
Time: 6pm – 9pm
Campus Location: Stamford

Course Description:
The development of conflict-management and negotiating skills with particular emphasis on achieving effective and efficient outcomes within a global and multi-cultural context. Experiential exercises, readings and discussions will demonstrate various strategies for a broad range of negotiating scenarios, e.g., buyer seller, management-labor, personal salary increase, cross-national, etc.
Prerequisite Course: MGMT 300 or MGMT 305
Course Code: BC, BE, HR-C

Instructor & contact information: Mary Matera
Email: mmatera@bridgeport.edu

Required Textbook:

To order textbooks, go to the bookstore website ubcampusstore.com

Learning Outcomes:
Upon completion of this course the student should be able to:

- Understand the sources of interpersonal, inter-organizational and intra-organizational conflict in a global and competitive environment.
- Learn to diagnose the functional and dysfunctional consequences of managing conflict.
- Learn to use conflict productively, and gain confidence in managing conflict.
- Experience a situational mock labor-management negotiation.
- Develop proficiency in applying appropriate strategies for resolving various kinds of conflicts, e.g. negotiation, high involvement management, etc.
- The student will also learn their preferred negotiation style and behavior.
First Assignment Prior to the First Class:
Read Lewicki text - Section 1: Negotiation fundamentals (1.1-1.10) Be prepared to discuss the content of Section 1 readings. Print out and bring Journal and Syllabus information (on Canvas) to first class. By May 4, 2015, on Canvas (see Assignment 1), briefly describe your personal goals for this class (e.g., to become a better listener, to obtain negotiation strategies that will help you in a particular job, relationship, etc.)

Assignments:
On-line assignments are noted in Sessions 1, 2, 3, 4, and 5. See description of weekly sessions for in-class assignments.

Description of Weekly Sessions:
Please Note: Depending on class interest and participation, discussions on planned topics may run into subsequent weeks. In a perfect world, the following Sessions will contain the material described below. All text topics cited will be addressed by the end of the 8th week.

Session I (May 5)
Pre-class Assignments
Read: Lewicki text: Section 1 – Negotiation Fundamentals (1.1 – 1.10) – Be prepared to discuss the content of Section 1 readings and your goals for this class.
In class exercises will be assigned as time permits.

To be discussed in first class:

*Mid-Term: Case I: 500 English Sentences will be discussed and is due Session IV, no exceptions. (15% of final grade)

*Final Paper: (Personal Negotiation) will be discussed in class and paper is due Session VIII, no exceptions. (25% of final grade)

*Journal: Students will be asked to begin a daily personal journal to gain insight regarding their negotiation strengths/weaknesses. (15% of final grade).
(See “Assignments” in Canvas for more information regarding the journal.)

*Weekly Write-Ups: Select one reading in the assigned Section of the text to write a one-page, double spaced reaction paper. Discuss how the information in that reading will assist you in your personal and/or professional life. (15% of final grade)

On-line Assignment 1: Please print and bring the Journal information and your syllabus (both documents are on Canvas) with you to first class. On the Canvas Discussion page, briefly describe your personal goals for this class (e.g., to become a better listener, to obtain negotiation strategies that will help you in a particular job, relationship, etc.). (Due by May 4, 2015). (Contributes to 30% Participation grade)
Session II (May 12)
Pre-Class Assignments
Read Lewicki Text: Section 2 – Negotiation Subprocesses (2.1 – 2.13) – Be prepared to discuss the content of Section 2 readings. Class discussion will include students’ reactions to their selected weekly reading.
**On-line Assignment 2:** View YOU Tube: “Bully in the Workplace, Backstabbing Friends: Managing Conflict” Contribute your reactions to this subject on the Discussion page of Canvas by May 11, 2015.
In-class exercises will be assigned to practice relevant negotiation techniques and strategies.

Session III (May 19)
Pre-Class Assignments
Read Lewicki Text: Section 3 – Negotiation Contexts (3.1 – 3.13) – Be prepared to discuss the content of Section 3 readings. Class discussion will include students’ reactions to their selected weekly reading.
**On-line Assignment 3:** View YouTube video and discuss your reactions on Canvas Discussion page. (Due by May 25, 2015)
In-class exercises will be assigned to apply relevant negotiation techniques.

Session IV (May 26)
Pre-Class Assignments
Read Lewicki Text: Section 4 – Individual Differences (4.1-4.3) and Section 5 – Negotiation across Cultures (5.1-5.3) – Be prepared to discuss the content of Section 4 and 5 readings and Assignment 3 posted discussions. Students will have an opportunity to relate their experiences and insights relative to their culture and interactions with people of other cultures. **Note:** No weekly write-up is required this week.
In-class exercises will be assigned to apply relevant negotiation techniques.
* **Midterm case** to be handed in and discussed. Paper should be 4-5 double-spaced, stapled pages (Include cover page.) Papers will be graded on content, grammar and use of relevant theories, knowledge and understanding obtained from readings, classroom discussions and personal experience. (15% of final grade.)
* **Journal progress** will be discussed. Journals may be brought to class for discussion, but will not be collected at this time. Journals will be submitted in the last class.

**On-line Assignment 4:** Read Harvard Business School, Working Knowledge: Deborah M. Kolb’s “Keeping Your Cool in Negotiations” (HTML) (See link in Canvas under “Assignments.”) Contribute your reactions, thoughts, etc. regarding this reading on the Discussion page. (Due by June 1, 2015)

Session V (June 2)
Pre-Class Assignment
Read Lewicki Text: Section 6 – Resolving Differences (6.1-6.7) – Be prepared to discuss the content of Section 6 readings and Assignment 4 posted discussions.
Class discussion will include students’ reactions to their selected reading. Graded Mid-term papers will be returned and briefly discussed.
On-Line Assignment 5: Read article: Conflict Diagnosis: Are you Hot or Cool? Take on-line quiz to assess a conflict situation you may have and learn how to develop a workable action plan. Due by June 8. Students will share results from this exercise in class on June 9.

*In-class exercises reflecting a relevant topic of negotiation will be assigned as time permits.

Session VI (June 9)
Pre-Class Assignment
*Read Lewicki Text: Section 7-Summary (7.1-7.4). Choose topic for your final paper.
*Class exercise: Negotiation tools (Planning for Negotiations) will be utilized to begin to structure the final “Personal” negotiation. Using a sample classroom scenario, this exercise will demonstrate how to apply relevant negotiation techniques to practical everyday situations. Materials on Canvas will be available to students to analyze and negotiate a specific problem for class practice. Tools and information from this exercise will assist students to prepare for their final paper (personal negotiation).
*Class will discuss their reactions to On-Line Assignment 5 topic.

Session VII (June 16)
Continuation of Planning for Negotiations exercise. Class will discuss the outcome of the previous in-class exercise and have an opportunity to talk about/ask questions about their progress on the final paper.
Additional classroom discussions/videos/exercises may take place as time permits.

Session VIII (June 23)
Final Paper (Personal Negotiation) – 8-10 typewritten, double spaced stapled pages (Include cover page) – to be handed in and discussed in class. Papers will be graded on use of relevant theories, utilization of negotiation tools, insight gained as to personal strengths and weaknesses, grammar and written presentation skills. Length of individual discussion will be determined by class size and available time. (25% of final grade)
*Journals will be discussed and collected. Journals must be typed and stapled, or, if hand written, must be completely legible. Grade will be reflective of student’s ability to have insight about their negotiation strengths/weaknesses/progress and relate to specific concepts in the text and/or discussed on-line or in class. (15% of final grade)

Grading Criteria:
Course Grade
• Participation in class exercises, on-line assignments, class discussion and attendance (Please see IDEAL’s policy on attendance below.) 30%
• Negotiation Journal 15%
• Weekly Write-Ups of selected readings 15%
• Mid-Term: Case write-up I (500 English Sentences, due Session IV, no exceptions) 15%
• Final Paper: (Negotiation Based on Personal Issue reflecting knowledge of theory, insight gained from classroom learning and readings, due Session VIII, no exceptions) 25%
**Note:** Written cases, papers will be graded on use of relevant theories, readings, spelling, grammar, presentation. Conclusions must be justified by citing text and other related material as well as personal and professional experiences.

**Letter Grading Scale:**

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ACADEMIC POLICIES

Attendance Policy
Classroom attendance is an integral part of the academic experience; therefore, students are expected to attend all class sessions. If an absence is unavoidable, the student, prior to class, should communicate with the instructor. Arrangements should be made at that time for submission of any missed assignments. It is also expected that students arrive on time and not leave until the class is dismissed. Tardiness will result in a reduced grade for the course. If you cannot attend every class session you should consider dropping the course.

IMPORTANT:
- Missing one class session will drop the final grade by one letter grade (for example if a student earns a grade of “B” in the course, the final grade would be a “C”).
- Missing two or more class sessions will be cause for a failing grade.
- Note: For 15-week courses; missing two class sessions will result in a letter grade drop and three or more will cause a failing grade.

Drop Procedures
To drop a course, you must complete and submit a Schedule Change Request Form. The form can be accessed at the IDEAL Course Schedule webpage: http://www.bridgeport.edu/academics/continuinged/ideal-academic-degree-programs-and-certificates/ideal-course-schedule/.

Please print and complete the form and fax the form to the IDEAL Office: 203-576-4537. Prior to dropping a course, the student should contact their IDEAL Academic Advisor to understand the implications to financial aid and/or degree plan progress.

Please review the drop fees and tuition refunds at the Academic Calendar; accessed at the IDEAL Course Schedule webpage (same link above).

Cell Phones
Cell phones must be turned off (or placed on “vibrate”) while in the classroom. A cell phone call is disruptive and disrespectful to the other students in the class.

Academic Dishonesty
The IDEAL program prohibits all forms of academic dishonesty. Academic dishonesty is normally defined as, but not limited to, the following two categories:

Cheating – Using inappropriate sources of information in an assignment or on a test. The following are examples of cheating taken from real student experiences:

Case #1: A student is enrolled in an introductory psychology course. He has co-workers who have taken the same course. As the end of the course approaches, he wonders how he will find the time to get the research paper finished, and asks one of his co-workers for help. His co-worker hands him a research paper that he submitted in a
similar course. The student makes minor modifications to the paper, and submits it under his own name.

Case #2: A student enrolled in a humanities course is unsure about how to structure an essay. She is doing research on the World Wide Web, and comes across an essay written by a student from another university. Using her computer mouse, she copies and pastes the essay into her word processor. She goes to great lengths to re-word the paper in her own style, but essentially leaves the content and organization the same.

Plagiarism – Intentional as well as unintentional failure to acknowledge sources as well as the use of commercially available so-called “research papers” without full recognition of the source. Presenting as one’s own, the ideas, words, or products of another. The following are examples of plagiarism taken from real student experiences:

Case #3: A student is conducting research for a Civil War research paper. He has reviewed work on the Internet. Finding helpful information, he has summarized his findings without citing his sources. He believes that minor paraphrasing is all that is necessary.

Case #4: A student is writing a paper that requires her to address specific topics and problems in the assigned course textbook. She takes the information directly from the textbook with slight modification, without giving any citation. She thinks that since it is the course textbook, she doesn’t have to use quotations or citations.

Academic dishonesty applies to all courses, assignments or exams completed by students and submitted as their own original work, whether in person or by electronic means. The University does not tolerate cheating in any form. It is a serious breach of conduct with serious consequences. Instructors have the right to determine the appropriate penalty for academic dishonesty in their own courses; generally, however, such acts will result in a failing grade for the assignment and/or the course. The penalty for subsequent acts of academic dishonesty may include expulsion.

More information on how to recognize plagiarism can be found at this site: http://www.indiana.edu/~istd/plagiarism_test.html

Ethics Statement of Confidentiality
An integral component of an IDEAL course is student and faculty expression of personal experiences for the purpose of facilitating coursework. Students enrolled in the program are expected to honor confidentiality as it pertains to student disclosure. Shared information, comments, or opinions expressed by another student or the faculty member during the course of classroom discussion should never be used in a manner which is intended to humiliate, embarrass, harass, damage, or otherwise injure other students in their personal, public, or business lives. In addition, confidentiality must be upheld by not disclosing any information that would identify any particular individual.

ACADEMIC RESOURCE CENTER

The Academic Resource Center is available for IDEAL students seeking help in their studies. The Center is staffed by writing professionals and peer tutors. More information can be found at: http://www.bridgeport.edu/pages/2209.asp The Center is located on the 5th Floor of the Wahlstrom Library. Make an appointment or walk-in: Telephone: 203-576-4290. Online
Tutoring is available at: [www.etutoring.org](http://www.etutoring.org). To use this free service you must have a UBNet account.

**Obtaining a UBNet Account**

Every registered student should obtain a UBNet Account. The account allows you to access MyUB; the portal for grades, library services, Canvas online learning system. Also, the account allows you access to computers in the Library and computer labs, and provides an email account in which the University sends out information. Go to: [http://www.bridgeport.edu/ubnet](http://www.bridgeport.edu/ubnet) - Click on “New UBNet Account” and follow the instructions.

The @bridgeport.edu email address is the official email the University uses to send information to you. You can have your bridgeport.edu email forwarded to any other private email account you use. Following the activation of your UBNet account (takes 24 hours), login at: [http://www.bridgeport.edu/email](http://www.bridgeport.edu/email) and click on “forwards” at the top of the page. Follow the directions to forward email messages to your other account.

**Learning Management System (LMS) - Canvas**

For all courses that use Canvas, you can access Canvas through the portal by using the myUB link. Faculty post class documents on Canvas e.g. syllabus, power points, discussion questions, case studies, current event articles, papers, reports etc. (save some trees). All students have access, and can download and copy the documents.

**Canvas Tutorial For Students:** [https://bridgeport.instructure.com/courses/985903](https://bridgeport.instructure.com/courses/985903)

**For assistance** contact the UB Help Desk at 203-576-4606 or email helpdesk@bridgeport.edu [https://bridgeport.instructure.com/courses/829447/](https://bridgeport.instructure.com/courses/829447/)

**Accessing Your Grades & Schedule Online**

The WebAdvisor online information system allows students to search for available classes, check grades, view semester class schedule and verify your personal profile. Grades are generally posted 2-3 weeks following the end of a course. To access WebAdvisor, login in to MyUB and follow the WebAdvisor menu on the right. If you are carrying a financial balance, access to WebAdvisor will be restricted.

**Using the Library**

Access to the Digital Library is through MyUB. On the MyUB home, in the central column, click on “myEureka Digital Library.” Research tools available:

- Search for books held at the library.
- Search the online databases for your academic field; business, counseling, human services, psychology, etc.
- Send questions to the Reference Librarian for assistance in research topics and searching strategy.

**Using Computers**

Open access computer labs are available at three locations:

- Bridgeport – 1st floor of the Wahlstrom library. Check library hours of operation at: [http://www.bridgeport.edu/library](http://www.bridgeport.edu/library).
- Stamford – Room D; Check open hours at: [http://www.bridgeport.edu/stamford](http://www.bridgeport.edu/stamford)
- Waterbury – Computer Lab; Check open hours at: [http://www.bridgeport.edu/waterbury](http://www.bridgeport.edu/waterbury)
Course Cancellations
Any emergency necessitating the canceling of courses will be announced by the University through the Emergency Notification Telephone Line, (203) 576-4159. Please call this number for information on course cancellations. Also, information will be posted under “Latest News” on the UB home page, (www.bridgeport.edu). Canceled classes will be made up either the week following the end of the course or in consultation between the instructor and the students as to day and time availability. Course cancellations are also announced on television and radio stations.

IMPORTANT CONTACT INFORMATION

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<tr>
<th>Office</th>
<th>Telephone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Bridgeport Campus Security</td>
<td>(203) 576-4911</td>
<td><a href="mailto:ubsecurity@bridgeport.edu">ubsecurity@bridgeport.edu</a></td>
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<tr>
<td>Bursar</td>
<td>(203) 576-4692</td>
<td><a href="mailto:sfs@bridgeport.edu">sfs@bridgeport.edu</a></td>
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<tr>
<td>Cashier</td>
<td>(203) 576-4682</td>
<td><a href="mailto:sfs@bridgeport.edu">sfs@bridgeport.edu</a></td>
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<tr>
<td>Financial Aid</td>
<td>(203) 576-4568</td>
<td><a href="mailto:sfs@bridgeport.edu">sfs@bridgeport.edu</a></td>
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<tr>
<td>Registrar</td>
<td>(203) 576-4635</td>
<td><a href="mailto:registrar@bridgeport.edu">registrar@bridgeport.edu</a></td>
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<tr>
<td>Emergency Notification Phone</td>
<td>(203) 576-4159</td>
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<tr>
<td>IDEAL Office</td>
<td>(203) 576-4800</td>
<td><a href="mailto:idealinfo@bridgeport.edu">idealinfo@bridgeport.edu</a></td>
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CAMPUSS CONTACT INFORMATION

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<tr>
<td>Bridgeport</td>
<td>126 Park Avenue</td>
<td>(203) 576-4800</td>
<td><a href="mailto:idealinfo@bridgeport.edu">idealinfo@bridgeport.edu</a></td>
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<td>Stamford</td>
<td>5 Riverbend Drive</td>
<td>(203) 358-0700</td>
<td><a href="mailto:ubstamford@bridgeport.edu">ubstamford@bridgeport.edu</a></td>
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<tr>
<td>Waterbury</td>
<td>84 Progress Lane</td>
<td>(203) 573-8501</td>
<td><a href="mailto:ubwaterbury@bridgeport.edu">ubwaterbury@bridgeport.edu</a></td>
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Directions to IDEAL Campus locations http://www.bridgeport.edu/pages/2260.asp

To fill out your financial aid report to the Federal Government, please go online to www.fafsa.ed.gov. The school code for the University of Bridgeport is 001416. Federal Student Aid Information: 1-800-433-3243.