# Wayland Logo

**WBU ONLINE**

**SCHOOL OF BUSINESS**

**SYLLABUS**

# 2. UNIVERSITY MISSION STATEMENT

Wayland Baptist University exists to educate students in an academically challenging, learning-focused and distinctively Christian environment for professional success, and service to God and humankind.

# 3. COURSE NUMBER & NAME:

MGMT 4303-VC01, Conflict Management and Negotiation

# **4. TERM**:

Fall 2, 2020

# **5. INSTRUCTOR**:

Christine Smith, MHRM

# **6. CONTACT INFORMATION**:

WBU online office / Cell phone: (806) 292-6392

***Please leave a message.***

WBU Email: christine.smith@wayland.wbu.edu

# **7. OFFICE HOURS, BUILDING & LOCATION**:

Mon/Tues/Thurs/Fri 5PM - 8PM CST, SUN by appointment.

Notes: If no answer, please leave message. Email me anytime; I will respond within 24 hours.

# **8. COURSE MEETING TIME & LOCATION**:

Virtual Campus online course. Every week begins on Monday at 7:30 AM CST and ends every Sunday at 11:59 PM CST.

# **9. CATALOG DESCRIPTION**:

# Theoretical foundation and practical methodology for managing conflict in organizations;

# emphasis on improving ability to select appropriate conflict management strategies; nature of

# conflict, conflict management design, and the core concepts of negotiation

# 10. PREREQUISITE:

# MGMT 3304

NOTE: ETEXTBOOK IS AVAILABLE FOR THIS COURSE.

| **BOOK** | **AUTHOR** | **ED** | **YEAR** | **PUBLISHER** | **ISBN#** | **REVIEW** |
| --- | --- | --- | --- | --- | --- | --- |
| Resolving Conflicts at Work  | Cloke | 3rd | 2011 | John Wiley  | 9780-47092-2248 | 4/9/15 |

Your course registration includes an eBook - a digital textbook you paid for.  You access it by clicking on the link in your Blackboard Classroom.  If you wish to purchase a print textbook from another source, you may do so - but **you must opt out of the eBook no later than June 9th** or you will be charged the cost of the eBook.

For the best viewing experience use Chrome or Firefox browser.**Internet Explorer will NOT work.**

# 12. OPTIONAL MATERIALS: NONE

# Academic Journals, Business Magazines and Websites, Newspapers, and Internet search engines results, as provided by Instructor.

# **13. COURSE OUTCOMES AND COMPETENCIES**:

# Identify the classifications of conflict and conflict management styles.

# Recognize the functional and dysfunctional outcomes of organizational conflict.

# Identify and apply current theories in negotiation as a means of managing conflict.

# Design conflict management strategies for various conflict situations.

# 14. ATTENDANCE REQUIREMENTS:

As stated in the Wayland Catalog, students enrolled at one of the University’s external campuses should make every effort to attend all class meetings. This means it’s your responsibility to login every day to check up on discussion posts by your classmates, announcements posted to update your course work, and to ensure you have completed all required weekly assignments. If you must be absent for any legitimate reason (i.e., work, illness, or an emergency) – you must contact the instructor and explain. The instructor will then determine whether the omitted work may be made up. When a student reaches that number of absences considered by the instructor to be excessive, the instructor will so advise the student and file an unsatisfactory progress report with the campus executive director. Any student who misses 25 percent or more of the regularly scheduled class meetings may receive a grade of F in the course.

# **15. STATEMENT ON PLAGIARISM & ACADEMIC DISHONESTY**:

Wayland Baptist University observes a zero-tolerance policy regarding academic dishonesty. Per university policy as described in the academic catalog, all cases of academic dishonesty will be reported and second offenses will result in suspension from the university.

# **16. DISABILITY STATEMENT**:

In compliance with the Americans with Disabilities Act of 1990 (ADA), it is the policy of Wayland Baptist University that no otherwise qualified person with a disability be excluded from participation in, be denied the benefits of, or be subject to discrimination under any educational program or activity in the university. The Coordinator of Counseling Services serves as the coordinator of students with a disability and should be contacted concerning accommodation requests at (806) 291-3765. Documentation of a disability must accompany any request for accommodations.

# **17. COURSE REQUIREMENTS and GRADING CRITERIA**:

**Grading Criteria**

This course will challenge your thinking, writing, editing, and research skills. I have listed five key assignment areas for this course. **Enjoy! You will find this course to be a lot of fun. It will provide you with valuable tools and knowledge you can apply for your own professional success!**

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| --- | --- | --- |
| **Total Points** | **Grade** |  |
| 900-1000 | A | Honor Grade; clear demonstration of complete mastery of the subject |
| 800-899 | B | Above Average; mastery of most course concepts |
| 700-799 | C | Average; satisfactory performance |
| 600-699 | D | Below Average |
| Below 600 | F | Failure to meet minimum course requirements |
| Incomplete | I | A grade of I is granted only if the student is passing the course, but circumstances beyond the student’s control prevented completion of required course work during the term & attendance requirements were met. See catalog for further details. |

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| --- | --- |
| Personal Introduction | 25 pts |
| Discussion Posts | 25pts / 7 = 175pts |
| Activities/Reading & Comprehension Assignments | 40pts / 6 = 240pts |
| Midterm Exam | 200 pts |
| Personal Negotiation Paper Outline | 40 pts |
| Personal Negotiation Paper submission | 120 pts |
| Final Exam | 200 pts |
| **TOTAL COURSE POINTS** | **1000 pts (100%)** |

1. **Introductions & Discussions** – Every week we will be discussing a different topic related to the chapter concepts. This will be a full group discussion in which participation is required.
* **Initial Response:** You will receive points based on the thoroughness of your response using examples and quotes from the chapter to gain credit. If you include a reference, it must be cited according to APA style. Your response to the questions should be a minimum of 200 words and must be submitted by Wednesday evening 11:59PM CST. **(20 points each)**
* **Response to classmate** - You will be required to respond to your classmates in the main discussion area.  This grade is in addition to the grade for your individual posts.  You must post a minimum of **one** substantive posts to a classmate.  Simply writing "great answer" or “I agree” will not count.  Your response should include a source to support your counter-argument or statement of support. All sources must be cited according to APA style. Your response should be a minimum of 100 words. **(5 points each)**
1. **Activities / Reading & Assignments-** These may include class lectures, reading & assignments, and discussion. (**40pts / 6 = 240pts**)
2. **Personal and Negotiation Paper Outline –** In this assignment you will submit a logical outline for your paper. This assignment is due at the end of week 4. Additional instructions will be provided in the weekly folders. **(40 pts)**
3. **Personal and Negotiation Paper** – In this assignment you will write a summary self-evaluation paper at the end of the course as a substitute for the term paper. These papers are usually 8-10 pages in length, again double-spaced and in APA format, citation is greatly encouraged. We suggest that students to address their negotiating style and effectiveness (strengths, weaknesses, opportunities, threats (typically a SWOT Analysis3), future learning agenda, etc.), integrating readings, topical articles, and activities associated with the negotiation simulation that have occurred during the term. These will all be due at the end of week 7. Additional instructions will be provided in the weekly lesson folders during weeks 5-6.

 Students might address at least four (4) or all seven (7) of the following points:

1. Do I enjoy bargaining?  Do I enjoy being in situations of conflict, and/or do I enjoy attempting to persuade others to my point of view?  Why?
2. Do others see me as a good bargainer?  Am I seen as strong or weak?  Am I perceived as one who gives in easily, or holds out too long, or knows when to make concessions and tradeoffs?
3. How do I see myself in relation to the question in (2) above?
4. How effective am I at persuading others?  How effective are my verbal skills to argue my points?
5. At what time do I feel most competent in bargaining?  Least competent?
6. How do I respond when I hold the power in a situation?  How do I respond when I have little or no power in a situation?
7. Overall, what are my major strengths and weaknesses as a negotiator, and what kind of learning goals must I set for myself for the future?

**Note 3:**For those students not familiar with the SWOT analysis, a tutorial and resource material will be made available by the instructor **(120 points)**

1. **Mid Term/ Final Exam –** The midterm and final exam will be a comprehensive test on concepts learned throughout the semester. This will be completed online in Blackboard and will be a timed test. NO LATE EXAMS will be accepted unless there are extenuating circumstances.  **(200pts / 2 = 400pts)**

**17.1 Include Grade Appeal Statement:** “Students shall have protection through orderly procedures against prejudices or capricious academic evaluation. A student who believes that he or she has not been held to realistic academic standards, just evaluation procedures, or appropriate grading, may appeal the final grade given in the course by using the student grade appeal process described in the Academic Catalog. Appeals may not be made for advanced placement examinations or course bypass examinations. Appeals are limited to the final course grade, which may be upheld, raised, or lowered at any stage of the appeal process. Any recommendation to lower a course grade must be submitted through the Vice President of Academic Affairs/Faculty Assembly Grade Appeals Committee for review and approval. The Faculty Assembly Grade Appeals Committee may instruct that the course grade be upheld, raised, or lowered to a more proper evaluation.”

17.2 **Acceptable Web Sites:** Four types of websites will be accepted as source citations: government (i.e., US, State, local, etc.), academic (i.e., WBU and other libraries), companies and corporations (i.e., Honeywell, Raytheon, etc.). General-use sites, such as Wikipedia and Google, are conditionally accepted with one or more supporting *academic citations*. The use of *Google Scholar* is highly recommended.

# 18. TENTATIVE SCHEDULE

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| **Week** | **Dates** | **Tasks** | **Assigned Reading** |
| 1 | Oct. 19 - 25 | **Introductions****DQ 1 – Your initial Post is due on Wednesday 11:59pm CST**Conflicts at Work / Into the Eye of the Storm / The Transformational Power of Conflict / Decoding the Culture of Conflict / The Opportunity of Collaboration  | Introduction & Strategy 1Conflict Messages in Popular Culture |
| 2 | Oct. 26 – Nov. 1 | **DQ 2 - Your initial Post is due on Wednesday 11:59pm CST**The Elements of Communication / The Cost of Poor Communication / The Language of Conflict / Rationalization for NOT being Honest / Rationalization FOR being Honest / How Empathy and Honesty Lead to Transformation | Strategy 2 - Listen Empathetically & Responsively Strategy 3 – Search Beneath the Surface for Hidden Meanings |
| 3 | Nov. 2 – 8 | **DQ 3- Your initial Post is due on Wednesday 11:59pm CST**How Unexpressed Emotions Create Conflict / Common Myths and Assumptions About Emotions / Methods for Responding to Anger / Ways of Apologizing / Positions Versus Interest / Separating the Issues from Conflict | Strategy 4 – Acknowledge and Reframe EmotionsStrategy 5 – Separate What Matters and What Gets in the Way |
| 4 | Nov. 9 – 15 | **DQ 4- Your initial Post is due on Wednesday 11:59pm CST**Five Steps in Creative Problem Solving / Problem Solving and Consensus Decision Making / Transformation and Problem Solving**Submit Personal and Negotiation Paper Outline****Due Nov 15 11:59pm CST** | Strategy 6 – Solve Problems Paradoxically and Creatively |
| 5 | Nov. 16 - 22 | **DQ 5- Your initial Post is due on Wednesday 11:59pm CST**Stop Rewarding Difficult Behaviors / It’s your Button / Taking Responsibility for Actions and Inactions / Leaders as Committed Listeners / Resolving Conflicts Through Social Networks / Leading Through Committed Action**Continue Working on your Personal and Negotiation Paper** | Strategy 7 – Learn from Difficult BehaviorsStrategy 8 – Lead and Coach for Transformation |
| **Thanksgiving Break November 23 - 29** |
| 6 | Nov. 30 – Dec. 6 | **DQ 6- Your initial Post is due on Wednesday 11:59pm CST**Collaborative Negotiation / Participating in Collaborative Negotiations / Why Mediation Works / Shifting the Culture to Support Conflict Resolution Systems | Strategy 9 – Explore Resistance and Negotiate CollaborativelyStrategy 10 – Mediate and Design Systems for Prevention |
| 7 | Dec. 7 – 13 | **DQ 7- Your initial Post is due on Wednesday 11:59pm CST****Submit Personal and Negotiation Paper**  | Finalize and Submit your paper |
| 8 | Dec. 14 - 19 | **FINAL EXAM**Comprehensive exam covering Strategies 1 -10 | Study for Final |

# 19. ADDITIONAL INFORMATION

1. **Late Policy** – Assignments are due on the deadlines stated in the syllabus. Any assignment turned in after the due date will be subject to a 10% per day reduction of points. Classes begin with a basic discussion question that appears clear-cut, and the class participation is what helps add to the complexity that is critical for solving problems and understanding processes.
2. **Absences resulting in missed due dates** - If you are unable to complete assignments before the due date, you must notify me immediately. Unexcused absences will result in a zero for that assignment.
3. **Grading period** - On average, assignments are graded within one week of being submitted. All assignments will receive feedback in Blackboard. Questions concerning grades received should be submitted and resolved within one week after the assignment has been returned.
4. **Questions about coursework** - Please contact me anytime with course questions or concerns via email. Please call only during my office hours listed in the previous section.
5. **Written work**, including the term paper, is graded on the basis of content first, but also on the quality of grammar and punctuation. The paper grading matrix will be supplied.

All written assignments should be 12-point type, double-spaced, and using APA Manuscript Writing Style. All work should be original work of the individual student.

1. **Academic honesty** is expected of all students.  Plagiarism, cheating, and other acts that lack academic honesty may result in a zero on the particular assignment.
2. **Internet Access** - Students may need to use the Internet to access information to complete some assignments.

Always contact the instructor if you need assistance.