Wayland 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.

Contact Information

Course: MGMT 4303 VC01 – Conflict Management and Negotiation

Campus: WBUonline

Term/Session: Summer 2025 June 2, 2025 – July 26, 2025

Instructor: Dr. Jessica Williams

WBU Email Address: Jessica.williams@wayland.wbu.edu

Office Hours, Building, and Location: Virtual Office; Tues Thurs 10:00 am - 1:00 pm; Sat 11:00 pm -2:00 pm (CST)

by appointment. Emails are answered after these hours as available, within 24 hours excluding some Sundays and

holidays

Class Meeting Time and Location: Virtual; Students are expected to log on daily, participate in

discussions, complete assignments by the due date, and ensure to regularly check emails and

messages

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.

Prerequisite:
MGMT 3304

Textbook Information

Required Textbook(s) and/or Required Materials:

BOOK	AUTHOR	ED	YEAR	PUBLISHER	ISBN#
Conflict Management & Leadership for Managers	Raines	3rd	2023	Rowman & Littlefield	9781-53817-7983

*If this is an UNDERGRAD class the textbook for this course is part of the **Pioneer Academic Access Program**. You will have access to an eBook and interactive learning material on the first day of class through your Blackboard course site. If the course requires a physical book you can order at bookstore.wbu.edu. The cost of all your materials are billed to your student account at $26.00 per credit hour. You can choose to opt-out, however if you do you will lose access to **all classes/materials** and have to source through third party vendors You will be notified via email with access instructions and additional information. If you*

are in a <u>GRADUATE </u>class you will have an Automatic eBook which is billed directly to your student account or a physical book that can be purchased at bookstore.wbu.edu. If you do not wish to participate in the Automatic eBook program, you will have the first week of class to opt-out of the program (additional details will be outlined in your email instructions).

Course Outcome 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.

Attendance Requirements

<u>WBUonline</u>
Students are expected to participate in all required instructional activities in their courses. Online courses are no different in this regard; however, participation must be defined in a different manner. Student "attendance" in an online course is defined as active participation in the course as described in the course syllabus. Instructors in online courses are responsible for providing students with clear instructions for how they are required to participate in the course. Additionally, instructors are responsible for incorporating specific instructional activities within their course and will, at a minimum, have weekly mechanisms for documenting student participation. These mechanisms may include, but are not limited to, participating in a weekly discussion board, submitting/completing assignments in Blackboard, or communicating with the instructor. Students aware of necessary absences must inform the professor with as much advance notice as possible in order to make appropriate arrangements. Any student absent 25 percent or more of the online course, i.e., non-participatory during 2 or more weeks of an 8-week session, may receive an F for that course. Instructors may also file a Report of Unsatisfactory Progress for students with excessive non-participation. Any student who has not actively participated in an online class prior to the census date for any given session is considered a "no-show" and will be administratively withdrawn from the class without record. To be counted as actively participating, it is not sufficient to log in and view the course. The student must be submitting work as described in the course syllabus. Additional attendance and participation policies for each course, as defined by the instructor in the course syllabus, are considered a part of the university's attendance policy.

University Policies

Academic Integrity:
[Link to Statement on Academic Integrity](#)

Artificial Intelligence: No use of any generative AI tools permitted.

      i.   Students are required to create and produce all work themselves or with assigned group members. Any work submitted that has used an AI generative tool like ChatGPT will be in immediate violation of the academic integrity policies for the course and WBU.
     ii.   All assignments must be fully created, designed, and prepared by the student(s).
   iii.   Any work that uses generative AI will be treated as plagiarism.

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 Disability Services Coordinator and Academic Coach serves as the coordinator of students with

disabilities and must be contacted concerning accommodation requests. Office: (806) 291-1057. Documentation of a disability must accompany any request for accommodations.

Course Requirements and Grading Criteria

Each week, there will be assignments and readings due. Please refer to the schedule regarding these assignments along with the tentative due dates. If an assignment and/or a due date is changed from what is reflected in the syllabus, an announcement will be posted. Please be sure you are checking the announcements throughout the week regarding any changes and any additional information regarding assignments.

Late Assignment Policy
Please note that it is the students' responsibility to plan ahead to submit assignments on time. I do not typically grant extensions. If you are traveling, etc. and are unsure of your access to the internet, it is strongly recommended that you plan ahead and submit assignments early in the week.
If for some reason the Blackboard system is down, and the class has trouble accessing the midterm or final exam (this is rare but has been known to happen) I will work with the class to create a new due date. The key is this: internet access is required for this course, if you are unsure of your potential access submit early! Generally, lack of internet access and computer issues are not acceptable excuses for late assignments.
I understand that there are times where extraordinary circumstances may occur in student's lives that impact their assignment submission. In these circumstances, course assignments (e.g., discussion postings, written assignments, etc.) might be granted an extension from the instructor for partial credit. If you feel your circumstance may warrant an extension, please contact the instructor within one week of the original assignment due date to request an extension.
Please note that failure to plan ahead and allow time to complete a project does not usually warrant an extension. You are welcome to turn the assignment in late; it will just have a late penalty (please see the following paragraph for more information on the course late policy).
All assignments are considered late if they are not submitted by the day they are due. For each week that assignments are late, a 10% deduction in the overall grade for that assignment will be enforced. Assignments will not be accepted after two weeks past the original due date, except with instructor permission. Instructor permission will be granted at the instructor's discretion only for extraordinary circumstances, provided the student contacts the instructor within one week of the original discussion post due date to request the extension. Assignments will not be accepted after the last day of class.

Requirements for Discussion Posts
An understanding of the question and course materials. Base your answer on the material you have read in the book and lecture notes. Show me you have read and understand the material in understanding of the course materials rather than just basing your answer on information you "googled".
- o   Justify and explain your answers, don't just state them.
- o   Initial posts need to be at least 150 words.
- o   Please use correct grammar, spelling, and punctuation
- o   Thoughtful responses to your fellow students' posts that extend the discussion or respectfully questions the response. You need to post more than "Great answer!" types of responses. Show an analysis of their post in your response.
- o   Responses to 2 other students' posts are required per each DQ
     Each response should be at least 75 words that add a sense of discussion to their post. (restating the question and citations do not count) Saying Hi, Great Job or I agree will not earn credit. I need to see that you are engaging in meaningful "conversation" in your posts.

- o Responses to students are also not meant to be a critique! Please make your response is a conversation and not a critique or you will earn a 0.

Emailing your Professor

When submitting messages, please do the following:
- o Put a subject in the subject box that describes the email content with your name, course number, week and message subject. For example: YOUR NAME/ MGMT4321 / WK.2. ASSIGNMENT
- o Send emails to the email address listed on the first page of this syllabus.
- o Please give details about your questions or concerns so I have all the information I need to best answer your question.

GRADING

Distribution of Points

Online Discussion	210 points
Midterm	200 points
Paper Topic	20 points
Case Study	170 points
Approved Topic Paper	200 points
Final	200 points
Total	**1000 points**

Student Grade Appeals: 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 <u>final</u> 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 to the 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.

Tentative Schedule

Week	Topic	Assignments
Week 1 Monday 6/2 - Sunday 6/8	Traits & Behaviors of Conflict Managers Causes & Cures of Conflict	**Readings**: Chapters 1 & 2 **Assignments**: Introduction Discussion Question Discussion Board Questions 1 & 2
Week 2 Monday 6/9 - Sunday 6/15	Power of Negotiation	**Readings**: Chapter 3 **Assignments:** Discussion Board Questions 3
Week 3 Monday 6/16- Sunday 6/22	Building Healthy Organizational Cultures Interpersonal Dispute Resolution	**Readings**: Chapters 6 & 7 **Assignments:** Discussion Board Questions 4 & 5
Week 4 Monday 6/23– Sunday 6/29	Leadership Amid Chaotic Change	**Readings:** Chapter 8 **Assignments:** Discussion Board Question 6 **Mid-Term** **Submit Topic for Paper!**
Week 5 Monday 6/30 – Sunday 7/6	Dispute System Design & Working with Unions The Ombudsman at Work	**Readings:** Chapters 9 & 10 **Assignments:** Discussion Board Questions 7 & 8 Case Study
Week 6 Monday 7/7 – Sunday 7/13	Principles & Systems for Customer Service Public Policy Decision Making and Collaboration	**Readings**: Chapter 11 & 12 **Assignments:** Discussion Board Question 9
Week 7 Monday 7/14– Sunday 7/20	Facilitating Meetings & Large Group Decision Making Processes	**Readings**: Chapters 13 **Assignments:** Discussion Board Question 10 Approved Topic Paper
Week 8 Monday 7/21 – Saturday 7/26 **Please note – this week ends on Saturday!**	Final Exam	**Assignments: Final Exam** **Assignments will not be accepted after 7/26!**

Additional Information

TIPS FOR SUCCESS
The following tips will help you succeed in the course:

Blackboard Login: Our class weeks always start on Monday (unless a Holiday is noted). Students should plan to log in to class every Monday to view announcements, assignments, etc. You should also plan to log in several times each week to participate in discussions and to generally be a part of class. It is strongly recommended to set aside specific time each week to "attend" class by logging in just as you would to attend a lecture-style class. Make sure that you are checking the announcements throughout the week as important information regarding assignments will be posted there.

Manage your Time: Online learning requires good planning. Good planning allows you to plan for the unexpected sickness, travel requirements, Internet outages etc. Students should plan to spend 8-10 hours per week on this course, which would mean about 2 hours per day for 4 to 5 days of the week. This time is spent reading and reviewing course materials, composing discussion board responses, responding to classmates, and working on large assignments. Waiting until the last minute to submit assignments will appear to be rushed and will affect the quality of the work submitted.

Syllabus: The Syllabus contains important class policies, assignment information and due dates. Please review it carefully and note all important due dates and refer back to it often during the semester.