Course Number/Section/Name: BUSI 4380/70/Conflict Resolution & Negotiation
Professor: Priyanka Khandelwal
Fall 2016

Class Days/Times/Location or Other Format: Online
Office Location: 203D, CC, College of Business
Office Hours: Wednesday (11am-4pm) in-office; Thursday (8am-12:20pm; 1:30pm- 2:45pm) –virtual office hours; or By Appointment
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Cell Phone: 806.200.4731
Email:pkhandelwal@mail.wtamu.edu and Blackboard course messages
Social Media: Keep up with the latest happenings of your COB on Facebook: http://www.facebook.com/wt-amucob and Twitter), #WTAMUCOB

Terms of Use
A student's continued enrollment in this course signifies acknowledgment of and agreement with the statements, disclaimers, policies, and procedures outlined within this syllabus and elsewhere in the WTClass environment. This Syllabus is a dynamic document. Elements of the course structure (e.g., dates and topics covered, but not policies) may be changed at the discretion of the professor.

WTAMU College of Business Mission Statement
The mission of the College of Business is to provide high quality undergraduate and graduate business education with a global perspective and ethical awareness. We accomplish this through emphasis on excellence in teaching, which is strengthened by faculty scholarship and supported by professional service.

Learning Objectives of the WTAMU College of Business Programs
The College of Business (COB) at West Texas A&M University (WTAMU) seeks to prepare students in the Bachelor of Business Administration (BBA), Master of Business Administration (MBA), Master of Professional Accounting (MPA), and the Master of Science, Finance and Economics (MSFE) degree programs for careers in business and to foster their professional growth and advancement via key learning goals and objectives.

- Critical Thinking
- Business Integration
- Core Business Knowledge
- Global Business Environment
- Business Ethics and Corporate Governance

The learning objectives of the College of Business are as follows:
- Leadership
- Communication
Course Description
This course provides an overview of conflict resolution and negotiation tactics employed in different organizational settings ranging from small enterprises to large multi-national corporations. Course covers management theories that are applied to conflict resolution besides the use of communication tools relevant to resolution and negotiations. This course would also familiarize the students with structural versus nonstructural sources of conflict existing in the organizations today, thereby providing crucial framework for receiving and giving constructive feedback. Students would also learn about downsizing, rightsizing, mergers, acquisitions and cultural preferences of different organizational settings prevalent in today’s dynamic world that would enhance productivity and efficiency.

Course Objectives
1. Define conflict and predict reactions to conflict based on a person’s conflict style.
2. Recognize the costs of conflict in the workplace.
3. Analyze how unresolved conflict can affect organizational productivity.
4. Understand and analyze the importance of negotiation in managing conflict.
5. Analyze and describe the differences between conflict management processes in various business environments from a global, cultural and ethical perspective.
6. Understand how to manage large and small-group decision-making processes.
7. Students will complete an in-depth analysis of a proven conflict resolution or negotiation strategy.

Course Materials (Text, calculator, etc.)

Map from COB Learning Objectives to Specific Course Objectives
The College of Business Learning Goals are related to the course objectives for BUSI or MGT 4380, as follows:

1. Students will demonstrate competencies in writing, speaking, and technology communication via written assignments.
2. Students will demonstrate their competencies in critical thinking via written assignments and quizzes.
3. Students will demonstrate their competencies in ethical decisions via written assignments and quizzes.
4. Students will demonstrate their knowledge of the global and domestic environment and their relevance to the business contexts via individual exams, and written assignments.
5. Students will demonstrate their knowledge of diversity for effective problem-solving via written assignments.
6. Students will illustrate and explain theories and concepts related to a conflict resolution and negotiation via quizzes and written assignments.
Course Grading Policies
The standard grading scale will be used.

Composition of the Grade:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
<th>Grade Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes (4)</td>
<td>50%</td>
<td>100-90 A</td>
</tr>
<tr>
<td>Discussion posts (4)</td>
<td>30%</td>
<td>89-80 B</td>
</tr>
<tr>
<td>Final Exam (1)</td>
<td>20%</td>
<td>79-70 C</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>69-60 D</td>
</tr>
</tbody>
</table>

Grade Scale:

- 100-90 A
- 89-80 B
- 79-70 C
- 69-60 D
- 59-0 F

Course Assignment, Examination, and or Project Policies
Students will work through an online modality to complete the course assignments. Completion of the course assignments requires students to review the assigned readings each week. See the Course Schedule for the due dates for all course assignments.

Quizzes:
There are four section quizzes in this course. All quizzes must be submitted by Sunday, 6:00 pm Central Standard Time on the week they are due. Quizzes consist of 25 multiple choice or true false questions (1 pt. per question). All quizzes have a time limit of 40 minutes. It is your responsibility to submit the quiz before time runs out. Quizzes can be saved and resumed later. However, the time will continue. You have one attempt to complete all quizzes. The instructor can view when the quiz was attempted, exited, and submitted. Feedback will be available after the quiz has been submitted. Sharing answers with other students is strictly prohibited. You should be taking the quiz all by yourself. You would be given 1 week to complete each quiz. The quiz would be available on Monday 6pm and you have to complete taking it by Sunday 6pm. Be sure to budget your time accordingly. Give yourself at least 40 minutes to complete taking the quiz. If you start at Sunday 5:45 pm, you will not get 40 minutes to complete the quiz.

Quizzes and syllabus

1. Section 1: Conflict Management Knowledge and Skills  
25 points
2. Section 2: Preventing and Resolving Internal Conflict  
25 points
3. Section 3: Preventing and Resolving External Conflicts  
25 points
4. Section 4: Collaboration and Conflict Management  
25 points
100 points

Discussion boards will be available for students to discuss the course material each week. Discussion board participation is optional but encouraged.

Discussion posts:
A truly enriching learning environment is one where the interactions are not just between the professor and the student; it also includes the interactions between peers. This component of the course is based on individuals being able to have discussions, formal or informal, with those around them and build both relationships and the ability to exchange point of views respectfully. For some weeks there will be a discussion board pertaining to a certain topic that students are required to participate in for a portion of the Discussion posts grade. You would be providing assessments, evaluations, strategies, plans and examples to show the practical implications of the conflict resolution concepts and issues.
The total number of Discussion post exercise is limited to 4. The highest possible grade in this category will require a student to engage in discussions with their peers in a manner that is professional and thoughtful. Be
professional in these postings. Behavior that is not professional will not be tolerated and can lead to being given a grade of “0” and dropped from the course. Late submission would not be accepted. Sunday 6 pm (for those weeks it is due) is the deadline for this exercise. The post to be responded would be made available every Monday at 6 pm (for those weeks it is due). If you miss responding to a post, you would not be receiving any points for the assignment. Word limits would be provided to you along with the question.

Exam:
One final exam will be given at the end of the semester. The exam will be comprehensive and may cover chapters assigned from the text book, outside reading and the study materials. Exam will be worth 100 points. The exam will be a mixture of multiple choice, true/false, and essays. Essay would be application based questions where you would be required to use critical thinking and theoretical grounding to come up with strategies, plans, and assessments of the conflicts resolutions, and negotiations. You will have 3 hours to complete the exam. Final exam would be available for you to take for about 1 week or more. Do not seek any help (text book, internet, friend) while taking the exam. More information would be provided later.

Course Topics - Tentative Calendar of Readings, Topics, and Due Dates
This course will cover all sections of the textbook through weekly readings. The dates reflected here signify the dates students should aim to complete the readings as well as the dates on which papers and quizzes are due. Quizzes will be due Sunday, **6:00 pm Central Standard Time** on the respective weeks.

**Part I: Conflict Management Knowledge and Skills**
- Chapter 1 Reading  
  Sep. 04
- Chapter 2 Reading  
  Sep. 11
- Chapter 3 Reading  
  Sep. 18
- Chapter 4 Reading  
  Sep. 25

**Quiz 1 & Discussion Post 1 Due Date**
- Sep. 25

**Part II: Preventing and Resolving Internal Conflict**
- Chapter 5 Reading  
  Oct. 02
- Chapter 6 Reading  
  Oct. 09
- Chapter 8 Reading  
  Oct. 16

**Quiz 2 Due Date**
- Oct. 16
  - Work on the discussion post 2  
  - Oct. 17 – Oct. 23

**Discussion post 2 Due Date**
- Oct. 23
Part III: Preventing and Resolving External Conflicts Oct. 24 – Nov. 6

- Chapter 9 Reading Oct. 30
- Chapter 10 Reading Nov. 06

**Quiz 3 & Discussion post 3 Due Date** Nov. 06

Part IV: Collaboration and Conflict Management Nov. 07 – Dec. 04

- Chapter 11 Nov. 13
- Chapter 12 Nov. 20

**Quiz 4 Due Date** Nov. 20

Thanksgiving Break Nov. 21 – Nov. 27
**Discussion post 4 Due Date** Nov. 27

Final exam would be available on Nov 21. You need to complete it by Dec 5.

**Final Exam Due Date** Dec. 05

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**Additional Course Policies**

**Electronic communication:**

Students in the College of Business should be the very best at conducting themselves in an executive manner. Appropriate digital communication protocol will be enforced. Email communications with the professor and other students should follow the guidelines for effective messages as taught within the course.

**Assignment Saving:**

Maintain copies of all assignments submitted in the event you are required to resubmit it. The best communication tool for questions is “Course Mail” through Blackboard. I will respond to you as soon as possible.

**Assignment Completion:**

You are required to do your own work. You must prepare your own homework assignments and take your own exams. Failure to do so will result in disciplinary action. If an assignment asks you to provide support or reference for an idea, please cite your reference source clearly.

**Late policy:**

Late submissions of any class activity will only be allowed without prior arrangement with the instructor. Students who submit an assignment after the due date without prior arrangement will receive a grade of 0 for that assignment.

**Extra credit:**
Various extra credit opportunities will be offered throughout the semester. All extra credit opportunities will be equally available to all students.

WTAMU COB Student Code of Ethics
Each student enrolled in COB courses accepts personal responsibility to uphold and defend academic integrity and to promote an atmosphere in which all individuals may flourish. The COB Student Code of Ethics strives to set a standard of honest behavior that reflects well on students, the COB and West Texas A&M University. All students enrolled in business courses are expected to follow the explicit behaviors detailed in the Student Code of Ethics.

Code of Ethics

- Do not use notes, texts, solution manuals, or other aids for a quiz or exam without instructor authorization.
- Do not copy the work of others and/or allow others to view your answers or copy your work during a quiz, exam, or on homework assignments.
- Do not allow other parties to assist in the completion of your quiz, exam, homework, paper, or project when not permitted.
- Do not work with other students on projects or assignments without authorization from the course instructor.
- Properly cite and specifically credit the source of text, graphic, and web materials in papers, projects, or other assignments.
- Do not forge the signature of an instructor, advisor, dean, or another student.
- Provide truthful information for class absences when asking faculty for excused absences or for a make-up for a quiz, exam, or homework.
- Provide truthful information on your resume including work history, academic performance, leadership activities, and membership in student organizations.
- Respect the property, personal rights, and learning environment of all members of the academic community.
- Live up to the highest ethical standards in all academic and professional endeavors.

Students violating the Student Code of Ethics will be reported to the Dean’s office and are subject to penalties described in the West Texas A&M University Code of Student Life, which may include suspension from the University. In addition, a violator of the Student Code of Ethics may become ineligible for participation in student organizations sponsored by the COB and for recognition for College academic honors, awards, and scholarships.

COB Student Resources Link
The COB has developed a Student Resources repository (e.g., APA writing style information, business core reviews, facilities, and other helpful supplements), which can be found on the COB Website: http://www.wtamu.edu/academics/college-business-facilities-and-resources.aspx. Additionally, WTAMU has developed an Academic Study Skills information site to assist students (e.g., study habits, supplemental instruction, tutoring, writing and math skills), which can be found on the WTAMU Website:
Students earning a BBA degree must complete at least one course with a communications component as part of the business core requirements. The COB communications component is a requirement in the following courses: ACCT 4373 (Accounting Communications), BUSI 4333 (Cross-Cultural Issues in Business Communications), BUSI 4350 (Current Issues in Management Communications), BUSI 4380 (Conflict Resolution and Negotiation), BUSI 4382 (Emerging Media Law), CIDM 3320 (Digital Collaboration and Communication), ECON 4370 (Economics of Health Care), FIN 3350 (Personal Financial Planning), FIN 4320 (Investments), FIN 4321 (Portfolio Theory), MGT 3335 (Organizational Behavior), MGT 4380 (Conflict Resolution and Negotiation), and MKT 3342 (Consumer Behavior).

Students in a communications component course are explicitly required to demonstrate knowledge of communication skills. Specific objectives may include but are not limited to the following concepts put forth by the National Business Education Association: (1) ability to organize a written and an oral message coherently and effectively, (2) ability to use technology for communication, (3) ability to research a topic, prepare a report, and present the findings to all organizational levels, and (4) ability to demonstrate critical-thinking skills. Specific course requirements and the role of the communications component with respect to student grading policy are at the discretion of the course instructor of record.

**Student Travel Opportunities**
In multiple business courses, there may be opportunities for student travel supplemented by student fees. If you have an interest in such opportunities as they become available, please notify a faculty member.

**Dropping/Repeating the Course**
Should a student decide to drop the course, it is the student’s responsibility to be aware of the final drop dates and adhere to the WTAMU Add/Drop policy. Any student participating in the course after the WTAMU posted drop date will be considered active and a grade will be administered at the end of the course for that student. Students are charged a fee for any course attempted for a third or subsequent time at WTAMU other than a non-degree credit developmental course or exempted courses.

**Scholastic Dishonesty**
It is the responsibility of students and instructors to help maintain scholastic integrity at the University by refusing to participate in or tolerate scholastic dishonesty. Commission of any of the following acts shall constitute scholastic dishonesty. This listing is not exclusive of any other acts that may reasonably be said to constitute scholastic dishonesty: acquiring or providing information for any assigned work or examination from any unauthorized source; informing any person or persons of the contents of any examination prior to the time the examination is given in subsequent sections of the course or as a makeup; plagiarism; submission of a paper or project that is substantially the same for two courses unless expressly authorized by the instructor to do so; submission of a paper or project prepared by another student as your own. You are responsible for being familiar with the University's Academic Integrity Code, as well as the COB Student Code of Ethics listed in this document.
Academic Integrity
All work must be completed individually unless otherwise stated. Commission of any of the following acts shall constitute scholastic dishonesty: acquiring or providing information for any assigned work or examination from any unauthorized source; informing any person or persons of the contents of any examination prior to the time the exam is given in any subsequent sections of the course or as a makeup; plagiarism; submission of a paper or project that is substantially the same for two courses unless expressly authorized by the instructor to do so. For more information, see the Code of Student Life.

Viewpoints/External Websites Disclaimer
The views expressed in this document, web-based course materials, and/or classroom presentations and discussions are those of the professor and do not necessarily represent the views of West Texas A&M University, its faculty and staff, or its students. Views expressed by students are likewise those of the person making such statements. It is understood and expected that each individual within this course will respect and allow individual difference of opinion.

Neither the professor, the COB, nor WTAMU are responsible for the content of external websites discussed in the classroom and/or linked to via online course materials, emails, message boards, or other means. Referred websites are for illustrative purposes only, and are neither warranted nor endorsed by the professor, COB, or WTAMU. Web pages change frequently, as does domain name ownership. While every effort is made to ensure proper referencing, it is possible that students may on occasion find materials to be objectionable for reasons beyond our control.

Acceptable Student Behavior
Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program (Code of Student Life). Unacceptable or disruptive behavior will not be tolerated. Students engaging in unacceptable behavior may be instructed to leave the classroom. Inappropriate behavior may result in disciplinary action or referral to the University’s Behavioral Intervention Team. This prohibition applies to all instructional forums, including electronic, classroom, labs, discussion groups, field trips, etc.

Technology Requirements
All technological requirements for the successful completion of this course are the responsibility of the student, including access to a working computer and or to a device with secure broadband Internet connection, data storage and retrieval, and state-of-the-art security. The student is responsible for all technological problems not related to WTAMU, including but not limited to equipment failures, power outages, and Internet breakdowns. Furthermore, students are responsible for all necessary technical and operational skills for completing this course, and for being familiar with WTC Class (the Blackboard Learning System) both in a general sense and in a specific sense as pertaining to this course and any materials stored within. The professor is not responsible for any technical matters related to WTC Class. Students must contact WTC Class if they have problems accessing and/or using the WTC Class environment.

Physical or Educational Access  - ADA Statement
West Texas A&M University seeks to provide reasonable accommodations for all qualified persons with disabilities. This University will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to register with Student Disability Services (SDS) and to contact faculty members in a timely fashion to arrange for suitable accommodations. Contact Information: Student Success Center, CC 106; www.wtamu.edu/disability; phone 806-651-2335.

Title IX Statement
West Texas A&M University is committed to providing a learning, working and living environment that promotes personal integrity, civility, and mutual respect in an environment free of sexual misconduct and discrimination. Title IX makes it clear that violence and harassment based on sex and gender are Civil Rights offenses subject to the same kinds of accountability and the same kinds of support applied to offenses against other protected categories such as race, national origin, etc. Harassment is not acceptable. If you or someone you know has been harassed or assaulted, you can find the appropriate resources here:

- WTAMU Title IX Coordinator Becky Lopez – Kilgore Research Center 147, or call 806.651.3199
- WTAMU Counseling Services – Classroom Center 116, or call 806.651.2340
- WTAMU Police Department – 806.651.2300, or dial 911
- 24-hour Crisis Hotline – 800.273.8255, or 806.359.6699, or 800.692.4039
  https://www.notalone.gov/

For more information, see the Code of Student Life.

WT Attendance Policy for Core Curriculum Classes
For the purposes of learning assessment and strategic planning, all students enrolled in Core Curriculum or developmental courses at West Texas A&M University must swipe their Buff Gold cards through the card reader installed in the classroom/lab for each class/lab meeting.

Evacuation Statement
If you receive notice to evacuate the building, please evacuate promptly but in an orderly manner. Evacuation routes are posted in various locations indicating all exits, outside assemble area, location of fire extinguishers, fire alarm pull stations and emergency telephone numbers (651.5000 or 911). In the event evacuation is necessary; evacuate immediately do not use elevators; take all personal belongings with you; report to outside assembly area and wait for further information; students needing assistance in the evacuation process should bring this to the attention of the instructor at the beginning of the semester.

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* Syllabus template approved by COB Curriculum Committee May 2016. Annual review of the syllabus is a formal part of the COB continuous improvement process.