



GBUS 873-001: Negotiation and Conflict Resolution

Fall 2022

INSTRUCTOR DETAILS:

Name: Caroline Graves

Phone: (306) 550-2845

Email: caroline.graves@uregina.ca

Office Hours: By appointment

CLASS DETAILS:

Class Dates: Wednesday, Aug. 31 – Dec. 6

Class Times: 7:00p.m. – 9:45p.m.

Class Location: ED 558 / Hyflex

COURSE DESCRIPTION

This course will introduce students to the theory and practice of negotiation and conflict resolution, including alternative dispute resolution.

LEARNING OBJECTIVES / OUTCOMES

Students will:

- Understand theories and dimensions of conflict in organizations at the individual and group levels
- Apply conceptual frameworks to the diagnosis and assessment of organizational conflict
- Identify and implement appropriate intervention programs and strategies for a variety of conflict scenarios in organization settings
- Recommend the design of a conflict management system for organizations

COURSE EXPECTATIONS

- Regular class attendance and active participation in classroom activities are required. Students are expected to prepare in advance for class and be able to participate in class discussions on articles, etc. It is expected that students will read and prepare appropriately for every class. Please read each section of the course outline for expectations on all components of the course.
- Should you miss a particular class, it is your responsibility to obtain notes, assigned activities, handouts, etc. from another class member.
- Log into UR Courses regularly to check for e-mails or any course-related announcements.



- In this course, you will be encouraged and expected to engage in critical thinking. This will apply to class discussions, assigned readings, and assignments. Critical thinking involves being thoughtful, asking questions, and not taking things you read or are told at face value. As it relates to this course, critical thinking will require researching, understanding different viewpoints, and challenging underlying assumptions and beliefs. Through thinking critically, we are able to develop an appreciation for difference, ambiguity, and contradiction.

COURSE MATERIALS

- Ewert, Barnard, Laffier, & Maynard. 2019. Choices in Approaching Conflict: Principles and Practice of Dispute Resolution (Second Edition). Emond Montgomery Publications Limited.
- Getting To Yes: Negotiating Agreement Without Giving In by Roger Fisher and William Ury (Revised Edition with Bruce Patton, 2011). This book is available for purchase online via a number of vendors.
- Additional case studies and materials will be used in this course. The total cost incurred by each student will be nominal. The instructor will make this material available during the course, and the costs will be billed to students prior to the end of the semester.

COURSE ASSESSMENT SUMMARY

<i>Component</i>	<i>Due Date</i>	<i>Percentage of Final Grade</i>
Journal Article Reviews	Sept. 21, 2022 & Oct. 19, 2022	2 x 10% = 20%
Case Study Assignment	Nov. 16, 2022	25%
Current Event Group Project	Nov. 30, 2022	15%
Term Paper	Dec. 6, 2022	30%
Participation	Throughout course	10%

For a description of the grading system, consult the Faculty of Graduate Studies and Research link here: <https://www.uregina.ca/gradstudies/current-students/grad-calendar/grading-system.html#gradingsystem>



DESCRIPTION OF ASSESSMENT

Journal Article Reviews (Due: Sept. 21, 2022 & Oct. 19, 2022) – 10% x 2 = 20%

You will be required to complete two ‘Critical Journal Article Reviews.’ For each of these assignments, you are required to review a journal article that addresses a topic related to this course. You will: (1) describe the study and its results in plain language, and (2) provide a clear response and interpretation of the article, including practical advice based on the implications of the study.

Your submissions are to be 3 pages, utilizing one-and-a-half line spacing, one-inch margins, and 12-point Times New Roman font. The cover page and reference list do not count towards the total page count.

These assignments may be completed individually or with a partner. If you decide to work with a partner, only one student needs to upload the submission to Turnitin.

Case Study Assignment (Due: Nov. 16, 2022) – 25%:

You may complete this assignment as an individual or in self-selected groups of your own choosing (maximum of four students). Additional details regarding this assignment will be posted on our UR Courses site.

Current Event Group Project Presentation (Due: Nov. 30, 2022) – 15%:

Students will be assigned to groups for this assignment. Your group will choose an example of a conflict in an organization (or between organizations) either from current events or from personal experience. As a group, you will analyze the type, sources, and contributing factors of the conflict. You will also develop a conflict management strategy to resolve the situation and to manage similar issues going forward in the organization (i.e., recommend a conflict management system).

There is no written submission for this assignment. Groups will have 15 minutes in the final day of class to present their findings and recommendations. At a minimum, you should include the following in your presentation: a clear statement of the problem, a concise summary of the situation and relevant circumstances, a review of the relevant literature, and an explanation of your recommendations for resolution and ongoing conflict management in the organization. It is important to consider implications that may arise out of your recommendations.

You are free to use any tools and devices you choose to create a meaningful learning experience in your presentation. You are not limited to a PowerPoint presentation. You can use video or even pre-record portions of your presentation.



Term Paper (Due: Dec. 6, 2022) – 30%:

Individually, you will prepare a paper on a ‘Negotiation / Conflict Resolution’ topic of your choice.

You will be required to research the topic, in addition to utilizing content from the required class readings and supplemental research.

Your paper will be a maximum of 12 pages. Use 12-point Times New Roman font, one-and-a-half line spacing, 1-inch margins, and include page numbers.

Guidelines and a grading rubric will be posted on our UR Courses site.

Participation - 10%:

Students are expected to be present and engaged in class. High levels of participation include such things as active involvement in class discussions, drawing others into discussions, demonstration of critical thinking (e.g., constructively criticizing material discussed in class), and bringing in outside materials from news sources/current events and personal experiences/observations.

Note: Being present in class will not be enough to ensure a high grade.

The following guide will be used in assessing participation grades:

Exceeds Expectations

9 -10: Students in this category provide leadership in and out of the classroom and work toward enhancing the interpersonal dynamics of the class. Their level of engagement is high and consistent throughout the week and their contributions are thoughtful and relevant. Rather than dominating the setting, they act as facilitators, bringing others into the discussion.

Meets Expectations

7 – 8: Students show an active interest in class activities and participate actively in classroom discussions; regularly make insightful comments which help others to understand course material; act as positive group role models, etc.

Does Not Meet Expectations

6: Students attend class regularly, but only occasionally contribute to the classroom experience.

Less than 5: Students fail on all of the previously identified ways of contributing.



ACADEMIC REGULATIONS

Late assignments will be penalized 10% for each day that they are late. Late assignments will not be accepted after five (5) days unless there are extenuating circumstances that have been discussed with the instructor prior to the assignment deadline, and the instructor has agreed to extend the deadline.

For the final term paper, all extensions will be considered a request for a deferred exam and will have to be signed by the instructor and final approval comes from the Faculty of Graduate Studies and Research.

Extensions or requests for changes by students to **final** exams and assignments due dates will require the student to complete a formal request for deferral. The student completes the request, consults with the instructor who must sign the form, and the instructor then submits the form (and any supporting documentation provided by the student) to Faculty of Graduate Studies and Research (FGSR). The decision (approved or denied deferral) is made by FGSR and is usually only approved if there are extenuating circumstances (e.g., illness, death, etc.). The decision is sent by mail to the student and it is the student's responsibility to ensure the deferred requirements are met within the outlined time frame. It is also the student's responsibility to follow-up with FGSR if they do not receive a response from FGSR on their submitted request. Requests for deferral received more than two (2) weeks after the final day of the examination period will be denied. The deferral form can be found on the FGSR website at: <https://www.uregina.ca/gradstudies/forms.html>

Plagiarism and Academic Dishonesty:

Students enrolled in Business courses at the University of Regina are expected to adhere rigorously to principles of intellectual integrity. Plagiarism is a form of intellectual dishonesty in which another person's work is presented as one's own. Plagiarism or cheating on examinations/assignments is a serious offence that may result in a zero grade on an assignment, a failing grade in a course, suspension, or expulsion from the University.

Students are reminded that they must adhere to the standards of ethics of the university (see Section on *Academic Conduct and Misconduct Regulations Governing Discipline for Academic and Non-academic Misconduct* in the Academic Calendar). Students must appropriately reference material and must submit their own work.

For all formally assessed individual submissions, students should not collaborate with other students in the preparation or writing of the work.



STUDENT RESOURCES

Accommodations and Accessibility Services

The Centre for Student Accessibility upholds the University's commitment to a diverse and inclusive learning environment by providing services and supports for students based on disability, religion, family status, and gender identity. Students who require these services are encouraged to contact the Centre for Student Accessibility to discuss the possibility of academic accommodations and other supports as early as possible. For further information, please email accessibility@uregina.ca.

Counseling Services

If any learner is experiencing personal problems which may be affecting their studies, please consider consulting UofR Consulting Services. For more information check here <https://www.uregina.ca/student/counselling/services/index.html>

Writing Assistance

The Student Success Centre (www.uregina.ca/ssc) offers both on-line resources and in- person tutoring on writing skills.

CLASS SCHEDULE

Aug. 31	Introductions and Review of Course Outline Chapter 1 -What Is Conflict?
Sept. 7	Chapter 2 – Choices in Responding to Conflict
Sept. 14	Chapter 3 – Conflict Analysis: Types and Sources of Conflict and the Potentials for Escalation and Intervention Chapter 4 – What Is Negotiation?
Sept. 21	Chapter 4 – What Is Negotiation? Cont'd. Express Trucking Exercise Journal Article Review #1 Due
Sept. 28	Guest Speaker
Oct. 5	Chapter 5 – Mediation: Definition, Philosophy, and Boundaries
Oct. 12	Chapter 6 – Arbitration



Oct. 19	Chapter 7 – Microskills, Storytelling, and Creativity in Conflict Resolution Journal Article Review #2 Due
Oct. 26	Chapter 8 – Frame of Reference and Self-Image: The Origins of Cultural and Self-Awareness Chapter 9 – Culture, Gender, and Power as Factors in Mediation
Nov. 2	Chapter 10 – Community Mediation Chapter 11 – Workplace Mediation Helen Ramsay: A Mediation Attempt
Nov. 9	Fall Reading Week – No Class
Nov. 16	Chapter 12 – Restorative Justice Chapter 13 – Mediation Across Disciplines Case Study Assignment Due
Nov. 23	Chapter 14 – Professional Practice and Ethical Considerations Collective Bargaining and Negotiation at the University of Regina
Nov. 30	Current Event Group Project Presentations
Dec. 6	Term Paper Due

Please Note: Class activities may occur that are not reflected on the class schedule, and adjustments may be necessary.