

Negotiation
37:575:326:H6
38:578:505:H6
Summer, 2015
Professor William Dwyer
wdwyer@work.rutgers.edu
Rutgers University
School of Management and Labor Relations

PLEASE BRING A LAPTOP OR A TABLET TO CLASS

Required Textbooks for All Students:

Negotiation: Harvard Business Essentials Guide to Negotiation Michael Wheeler. Harvard Business School Press Paperback: 208 pages, Harvard Business Press (July 1, 2003) ISBN-10: 1591391113 ISBN-13: 978-1591391111 Amazon \$13.57

Influence: The Psychology of Persuasion Robert B. Cialdini. Harper Paperbacks; Revised edition (December 26, 2006) ISBN-10: 006124189X Amazon \$12.23

Required for Graduate Students:

Getting to Yes: Negotiating Agreement Without Giving In Roger Fisher and William Ury. Penguin Books Paperback

Recommended:

Getting More: How You Can Negotiate to Succeed in Work and Life. 2012. Stuart Diamond. Three Rivers Press.

Negotiation is a social process that can be analyzed, understood, and modeled; it is a learnable and teachable skill set. Negotiators are made, not born, and skills can be improved and relearned throughout life. Improvements in negotiating behavior require a combination of intellectual training and behavioral skill development. Thus, the most effective approaches to teaching negotiations integrate both intellectual analysis and skill development. Each class meeting will be divided into two parts. The first part will focus on analysis relying mostly on lecture, and the second part will require students to participate in negotiation simulations and case analyses.

Class Preparation and Participation: This course will require students to come prepared to class. There are two forms of preparation: readings and assignments. Students are expected to attend every class, and to be prepared and ready to participate. The grading relies heavily on the assignments. Students should complete all readings and assignments on time. Late assignments will receive 50% grade reductions.

Readings have been assigned to provide an understanding of activities just completed in class, or to set the stage for upcoming activities. A blend of readings have been selected that combine analysis with detailed examples and applications. Students will be responsible for completing the reading assignments.

Assignments are cases, exercises, role-plays, and questionnaires that must be completed for class, or in between class periods. It is essential that students attend each class and be prepared by reading the assigned case or briefing information and completing the required assignment or write-up.

Grading:	
Assignments, Preparations and Role Play Write-ups	40%
Midterm Exam	30%
Final Exam	30%

Students are expected to be prepared for class, to attend every class, and to complete the required role-plays and write-ups in class. Every Exercise will have a written Preparation Form and a Debrief to submit.

Office Hours: Students are strongly encouraged to take advantage of meeting to discuss any matters of concern or interest. I am available to meet in my office at the Labor Education Center on the Cook/Douglass Campus before the start of class by appointment.

Class 1: July 7

Introduction to Negotiations

Review of Syllabus

Assignment 1: Bargaining for Advantage, G. Richard Shell, Bargaining Styles Assessment Tool

Bargaining Style Assessment Tool

Exercise: The Employee Exit Interview and debrief

Class 2: July 9

Distributive and Integrative Negotiations

Harvard Business Essentials Guide to Negotiation, Introduction, Chapters 1, 2 and 3

Debrief: The Employee Exit Interview

Exercise: Used Car

Class 3: July 14

Weapons of Influence

The Psychology of Persuasion, Robert B. Cialdini, Chapters 1 & 2

Debrief: Used Car

Exercise: Shoe Repair

Class 4: July 16

Table Tactics

Harvard Business Essentials Guide to Negotiation, Chapters 4 and 5

Debrief: Shoe Repair

Exercise Pemberton's Dilemma

Class 5: July 21

Barriers, Problems, and Mental Errors in Reaching an Agreement

Harvard Business Essentials Guide to Negotiation, Chapter 6 and 7

Debrief: Pemberton's Dilemma

Exercise: Hoop Dreams

Class 6: July 23

Empathy

Harvard Business Essentials Guide to Negotiation, Chapter 8 and 9

Debrief Hoop Dreams

Review for midterm exam

Exercise: BeautiLawn

Class 7: July 28

MIDTERM EXAM

Class 8: July 30

Debrief BeautiLawn negotiation exercise

Lecture: Foundations of Effective Negotiation

Harvard Business Essentials Guide to Negotiation, Chapter 10

The Psychology of Persuasion, Robert B. Cialdini, Chapter 3 (Commitment and Consistency),

Chapter 5 (Liking)

Post-midterm exam review

In class exercise: "WROX Bob Esposito Negotiation"

Class 9: August 4

The Big Picture (Three Approaches to Resolving Disputes)

Debrief: "WROX Bob Esposito Negotiation"

Three Approaches to Resolving Disputes: Interests, Rights and Power

In class exercise: Connecticut Valley Schools

Class 10: August 6

Multiparty Negotiations

Debrief Connecticut Valley School Negotiation

In class exercise: Tamarack and Twin City Mine Co.

Prep for final exam

Class 11: April 9

Final Exam

Revised 4/7/15