Negotiation
37:573:326: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:


Required for Graduate Students:

Recommended:

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