Negotiation

37:575:326:06 (undergraduate)
38:578:505:06 (postgraduate)
Winter Session 2018

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School of Management and Labor Relations

BRING A LAPTOP OR A TABLET TO CLASS

Required textbooks for all students:

In addition, required for postgraduate students:

Strongly recommended reading for all:

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. Any significant improvement in negotiating behavior requires a combination of intellectual training and behavioral skill development. 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 requires 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 not be accepted.

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 reading assignments 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 be prepared by reading the assigned case or briefing information and completing the required assignment or write-up.

Grading:

<table>
<thead>
<tr>
<th>Grading Category</th>
<th>Weightage</th>
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</thead>
<tbody>
<tr>
<td>Attendance &amp; assignments</td>
<td>1/3 of course grade</td>
</tr>
<tr>
<td>Midterm exam</td>
<td>1/3 of course grade</td>
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<tr>
<td>Final exam</td>
<td>1/3 of course grade</td>
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All students are expected to be prepared for class, to attend every class, and to complete the required role-plays and write-up assignments in class. Every exercise will have a written debrief form and most will also have a preparation form to submit. Class attendance is expected unless the instructor is notified. Missing a role-play or simulation is not acceptable, except for reasons of a medical or family emergency.

Schedule of Classes:

Class 1, December 26: Introduction to Negotiations
Review of syllabus
Introductory discussion of negotiation basics
Exercises: Bargaining style self-assessment, the employee exit interview and debrief
  - Complete Bargaining Style Assessment Tool and submit on Sakai before leaving class
  - Complete the debrief for the exit interview exercise and submit on Sakai before leaving class
Assignment 1:
  - Read *Harvard Business Essentials Guide to Negotiation*, Introduction, Chapters 1, 2 and 3

Class 2, December 27: Distributive and Integrative Negotiations
Review of *Harvard Business Essentials Guide to Negotiation*, Introduction, Chapters 1, 2 and 3
Debrief: The Employee Exit Interview
Exercise: Used Porsche
Assignment 2:
  - Read *The Psychology of Persuasion*, Robert B. Cialdini, Chapters 1 & 2
  - Submit results of used Porsche negotiation on Sakai

Class 3, December 28: Weapons of Influence
Review of *The Psychology of Persuasion*, Robert B. Cialdini, Chapters 1 & 2
Debrief: Used Porsche
Exercise: Shoe Repair
Assignment 3:
  - Read *Harvard Business Essentials Guide to Negotiation*, Chapters 4 and 5
  - Submit results of Shoe repair negotiation on Sakai

Class 4, January 2: Table Tactics
Debrief: Shoe Repair
Exercise Pemberton’s Dilemma
Assignment 4:
  o Read *Harvard Business Essentials Guide to Negotiation*, Chapters 6 and 7
  o Submit results of Pemberton’s dilemma negotiation on Sakai

Class 5, January 3: Barriers, Problems, and Mental Errors in Reaching an Agreement
Debrief: Pemberton’s Dilemma
Exercise: BeautiLawn
Assignment 5:
  o Read *Harvard Business Essentials Guide to Negotiation*, Chapters 8 and 9
  o Submit results of in-class negotiation exercise on Sakai

Class 6, January 4: Empathy
Debrief BeautiLawn
Exercise: Hoop Dreams
Review for midterm exam
Assignment 6:
  o Submit results of in-class negotiation exercise on Sakai
  o Study for midterm exam

Class 7, January 5: **MIDTERM EXAM**
Assignment 7:
  o Read *Harvard Business Essentials Guide to Negotiation*, Chapter 10
  o Read *The Psychology of Persuasion*, Robert B. Cialdini, Chapter 3 (Commitment and Consistency), Chapter 5 (Liking)

Class 8, January 8: Foundations of Effective Negotiation
Debrief Hoop Dreams
Exercise: WROX Bob Esposito
Assignment 8
  o Read *Three Approaches to Resolving Disputes: Interests, Rights and Power*
  o Submit results of WROX Bob Esposito negotiation on Sakai

Class 9, January 9: The Big Picture (Three Approaches to Resolving Disputes)
Debrief WROX Bob Esposito
Review of Three Approaches to Resolving Disputes: Interests, Rights and Power
Exercise: City of Tamarack and Twin Lakes Mining Co. negotiation
Assignment 9:
  o Submit results of City of Tamarack and Twin Lakes Mining Co. negotiation on Sakai

Class 10, January 10: Multiparty Negotiations
Debrief City of Tamarack and Twin Lakes Mining Co. negotiation
Exercise: Employee drug policy negotiation
Assignment 10: Study for final exam
Class 11, January 11:
- Instructional film: Caitlin’s Challenge
- Course wrap up
- Review for the final exam
- Debrief employee drug policy negotiation

Assignment 11: Study for final exam

Class 12, January 12: **FINAL EXAM**

*Revised 10/28/17*