

Business Administration

Course Number:	BUAD 201
Course Title:	CONFLICT RESOLUTION AND NEGOTIATION
Credits:	3
Calendar Description:	This course focuses on interpersonal communication theory and skills required to interact effectively with others, plan and conduct interviews and meetings, develop relationships with diverse clients and colleagues, resolve conflict, manage and respond to anger, and negotiate effectively in the work environment. Students will learn to approach the client relationship and the resolution of conflicts cooperatively and collaboratively. <i>(also offered by Distance Education)</i>
Semester and Year:	Winter 2021
Prerequisite(s):	No
Corequisite(s):	No
Prerequisite to:	No
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	Required -

Professors

Sylvie Vidailiac <i>Course Captain</i>	Virtual	Via Moodle Quickmail

Learning Outcomes

Upon completion of this course students will:

- have knowledge and skills, strategies and techniques for conflict management and negotiation.
- discuss the influence of emotions, perception, personality and culture on conflict and negotiation.
- have an ability to apply negotiation skills to bargaining situations.
- understand of the mediation and collaborative process and techniques.
- have the ability to apply communication-focused conflict management skills.
- have the ability assess strategies and tactics for addressing interpersonal conflicts and bargaining situations.
- Have an understanding of ethical perspectives on power, persuasion and trust within a negotiation context.

Course Objectives

This course will cover the following content:

See course schedule

Evaluation

Preparation and Participation

Notes

The individual participation mark includes multiple term work components such as role playing, class activities and contribution to classroom discussions and demonstrated dedication to your own learning through class preparation.

Peer evaluations are required for all group assignments via peer appraisal form. A student may be assigned 0% based on the peer appraisal noting non participation by a group member(s) if the professor deems this necessary.

All assignments must be delivered via the Moodle dropbox on or before the due date. Late assignments will not be graded.

Required Texts/Resources**Mandatory:**

Essentials Of Negotiation, 4th Edition

1260065871 · 9781260065879

By Roy J. Lewicki, Kevin Tasa, Bruce Barry, David M. Saunders

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Recommended

Getting to Yes: Negotiating Agreement Without Giving In / Fisher & Ury

<https://www.williamury.com/books/getting-to-yes/>

