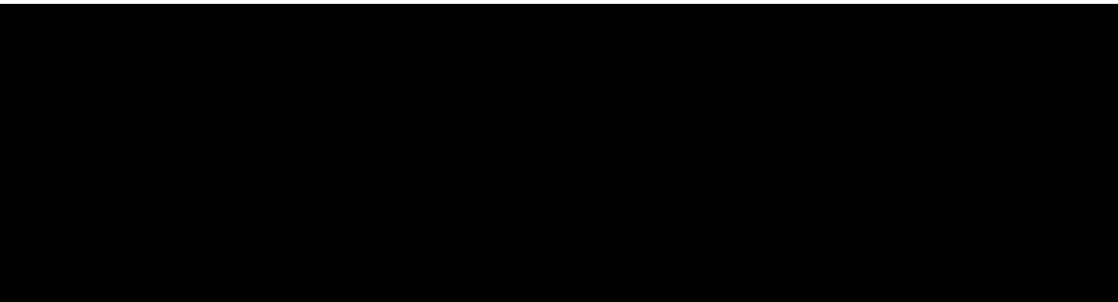


Business Administration

| | |
|-----------------------|--|
| 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. (also offered by Distance Education). |
| Semester and Year: | WINTER 2024 |
| Prerequisite(s): | No |

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Professors

| Name | Phone number | Office | Email |
|--|------------------------------|--------------|---------------------------------|
| Sylvie Vidailiac <i>(Course Captain)</i> | 250-762-5445 x4617 | B 133 | svidailac@okanagan.bc.ca |

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 to assess strategies and tactics for addressing interpersonal conflicts and bargaining situations.
- evaluate

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

© 2020 | Published: February 10, 2020

Recommended

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

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

Course Schedule

| Date | | Topic | Textbook |
|-----------------|------------------------------|--|----------|
| 2024 Week of | | Monday January 8th, First day of class Monday February 19 th , Statutory Holiday (no classes) February 20 th thru 23 rd , Reading Week Friday March 29 th and Monday April 1 st , Statutory Holiday (no classes) | |
| 01 | Jan 8-12 | | |
| 02 | Jan 15-19 | | |
| 03 | Jan 22-26 | | |
| 04 | Jan 29-Feb 2 | | |
| 05 | Feb 5-9 | | |
| 06 | Feb 12-16 | | |
| 07 | Feb 19-23 | No class | |
| 08 | Feb 26-Mar 1 | | |
| 09 | Mar 4-8 | | |
| 10 | Mar 11-15 | | |
| 11 | Mar 18-22 | | |
| 12 | Mar 25-29 | | |
| 13 | Apr 1-5 | | |
| 14 | Apr 8-12 | | |
| 15 | Final Exam Period (4-15) -16 | | |

SKILLS ACROSS THE BUSINESS CURRICULUM

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic integrity (18.4 a)