

**Syllabus**  
**Conflict Resolution/Negotiations**  
**Freshman Seminar**  
**Fall 2006**

**(50:830:100. Section FS)**  
**Index number: 09932**

**Professor B. Adelson**

**Office Hours:** Tuesday 5:50 - 6:50pm & Thursday 5:00 - 6:00

**Office:** Armitage 311

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- **This syllabus may change with class needs.**
- **You are responsible for whatever version is current.**

## **1 Course Readings:**

- Required. (In the bookstore.)
  1. Getting to Yes by Fisher and Uri
  2. Getting Together by Fisher and Brown
  3. Getting Past No by Uri
  
- Recommended. (Available at bookstores and online.)
  1. Difficult Conversations by Douglas Stone, et al.
  2. Beyond Machiavelli by Roger Fisher.

## **2 Course Description**

The course deals with theory-based conflict resolution techniques by having students play the roles of disputing parties in a variety of negotiations.

### **Mechanics & Expectations:**

1. This class is meant to teach skills, so attendance is required.

2. I am teaching a very specific technique, and you will need to practice it whole-heartedly:
  - **No Bargaining:** The techniques practiced are **not bargaining techniques**. If you believe you are a hard bargainer and want to practice those skills you may be disappointed. You will not be doing that here.
  - **Practicing technique:** You will put yourself in and work through conflict scenarios every week.
    - The course includes a rigorous practice of breathing and exercise (for voice, posture) which increases focus, perspective, and concentration. These techniques combine with theory in ways classically used in conflict reduction. If this is a problem for you, see me privately to make arrangements.
3. With respect to university rules on plagiarism you are responsible for knowing the information at: <http://www.camden.rutgers.edu/RUCAM/info/Academic-Integrity-Policy.html>

### 3 Work Requirements: Student Assessment

1. *Final Essays:* 25%
  - Five short essays.
  - These constitute a take home final
  - The set of questions will be distributed by email early in the semester. You are responsible for having them.
  - **Essay due date: Dec. 20** (the scheduled date of the final).
2. *Weekly Essays:* 15%
  - One per week.
  - In the handout with the final essays.
  - Answers will be gone over in class, but not handed in.
3. *Negotiations* 60%
  - Four negotiations over the semester
  - Graded equally on:
    - Full use of the tools and techniques taught in class
    - Creativity
    - Thoughtfulness
    - Preparation
  - Each negotiation is divided into a planning, preparation and execution section. Each will be given equal weight.
4. If needed:

- (a) Additional written homework assignments on the readings and the classroom work.
  - (b) Additional reading.
  - (c) Pop quizzes to make sure everyone fully understands the material.
- These will figure into one of the grading categories above, as appropriate.

## 4 Course Policies

### 1. Attendance

- If you don't attend you won't learn the techniques and this will distract others.
- Therefore, if you miss three weeks of work you will receive an F for the term.

### 2. Essays (weekly & final)

- Late assignments will receive a reduction of one letter grade.
  - The only exception is for documented illness or family emergency.
- All essays must be written in grammatical and clear language. They must contain clear logical arguments.
  - There is a 10% deduction for essays which do not meet this requirement.
  - Please use the Learning Resource Center if you have any concerns about your writing skills. Location: <http://learn.camden.rutgers.edu>. Room 231 Armitage.
  - I am happy to work with you on assignments during my office hours.

- Class behavior regulations:

There are certain expectations that I have concerning students who take my courses. My experience is that classes function best when students abide by these expectations. They are:

- (a) You are expected to come to class on time.
  - Do not come in late. This can be very distracting.
  - Also, if you come to class, you are expected to stay for the entire class period unless you seek permission beforehand.
- (b) If you attend class, you are expected to pay attention.
  - In some classes students feel anonymous and there is a tendency to interact with friends. Again, this can be very distracting. You may not do this.
  - Having to repeat instructions, requirements, etc. for students who were talking with friends wastes other students' time.
- (c) If you must use the facilities during class you must not walk in front of the speaker or allow the door to slam on entering and exiting.
- (d) You may not use electronic devices without permission and then only to record class notes.

(e) You may not engage in any behavior that detracts from the class learning experience.

• **Penalties for violations of behavior policy:**

- Students who violate these rules will be warned for the first violation.
- A second violation will result in a 5-point deduction from the take-home final.
- Any subsequent violation will result in the loss of a letter grade on the take-home final.

## 5 Schedule

Dates, topics, readings, and assignments are below.

### 5.1 Introduction

1. **Sep 5:** Introduction to class:
  - Goals
  - Techniques
  - Expectations
2. Hand out Sally Swansong problem description
3. Hand out essay questions
  - In-term essays' questions
  - Final essays' questions

### 5.2 Uncovering others' needs, expanding goals: Sally Swansong

1. **Sep 12:** *Sally Swansong: Preparation*
  - Handout Sheet of "7 Negotiation Elements"
  - Hand out Choice Tools
  - **HackerStar Video**
  - Reading and weekly essay on Essay Set 1
    - Getting to Yes. Chapters 3-6.
    - Focus on understanding the tasks of: Discerning both sides' interests (Using Choice Tool, p. 45); inventing options; developing sets of objective criteria; strengthening/weakening and comparatively assessing both sides' BATNAS.
2. **Sep 19:** *Sally Swansong Planning*
  - Go over "7 Negotiation Elements"
  - Go over Choice Tools
  - Reading and weekly essay on Essay Set 2:
    - Getting Past No. Overview, Prologue.
    - Focus on the discipline of using alternatives, etc. (Prologue) in the preparation process (Overview).

3. **Sep 26:** *Sally Swansong Negotiation*

4. **Oct 3:** *Review and Discussion*

- Debrief Sally negotiation
- Video: Roger Fisher: *On Negotiation*.
- Discussion of techniques learned and applications to students' situations.
- Reading and weekly essay on Essay Set 3:
  - Getting Past No. Chapter 4. & Getting Together. Chapter 6.
  - Focus on listening to the other side's needs, rather than bowling them over with your legitimacy.

### 5.3 Finding interacting resources: Neighborhood Care

1. **Oct 10:** *Neighborhood Care, Preparation*

- Reading and weekly essay on Essay Set 4:  
Getting Together. Chapters 2, 5 & 7.
- Focus on creating a working framework which allows problem-solving (Chapter 2) and understanding the other's view of the problem in order to understand the current situation (chapter 5). Give special attention to the Currently Perceived Choice Sheet, page 80.

2. **Oct 17:** *Neighborhood Care, Planning*

- Reading and weekly essay on Essay Set 5:  
Getting to Yes. Chapters 7 & 8.  
Focus on: Channeling and recasting attacks into explorations of interests, options and criteria; hearing rather than rejecting or accepting proposals; the "one text" technique of looking at the interests behind the positions to construct joint proposals (chapter 7); countering tricks by creating a process both sides would want to use (chapter 8).

3. **Oct 24:** *Neighborhood Care, Negotiation*

- Reading and weekly essay on Essay Set 5.

## 5.4 Misunderstandings, relationship and responsibility: Eazy's Garage

### 1. Oct 31 *Eazy's Garage, Preparation*

- Reading and weekly essay on Essay Set 6: Getting Past No. Chapters 1-3.  
Focus on the disciplines of listening to the other's perspective (Chapter 1) and setting your own pace (Chapter 3).

### 2. Nov 7: *Eazy's Garage, Planning*

- Reading and weekly essay on Essay Set 6.

### 3. Nov 14: *Eazy's Garage, Negotiation*

- Nov 21: No class. Thanksgiving break.

## 5.5 Expanding results: Mountainview

### 1. Nov 28 : *Mountainview, Preparation*

- Reading and weekly essay on Essay Set 7: Getting Together. Chapters 3, 8 & 9.
- Focus on defining and following a process that you like, regardless of their behavior (chapters 3 & 8); acting with respect (chapter 9).

### 2. Dec 5: *Mountainview, Preparation*

- Reading and weekly essay on Essay Set 7.

### 3. Dec 12: *Mountainview, Negotiation*

## 5.6 Final Essays

- Due Dec. 20 (the scheduled date of the final) by 2:00 pm.
- Please send soft copy
- I will be in my office at 2:00 pm to discuss what you are handing in, to review and debrief.