

**The Marlboro College Graduate Center
Managing Information Systems Degree Completion Program**

1. Title

Negotiations
3 credits

2. Description

This course will prepare students to engage in successful negotiations. Students will examine both the best practices of effective negotiations and the underlying theories of that support those practices. In addition to reading texts and case studies, students will engage in oral and chat-based negotiation activities, some of which will culminate in written assignments. Students who complete this course will better understand the elements of negotiation, and will be able to apply these elements to new situations.

3. Intended Audience and Rationale

Students enrolled in the first year of the Managing Information Systems degree completion program.

4. Goals

This course will allow students to better understand theoretical principles of negotiation, (from communications, psychology, sociology, and management) as well as to analyze and appreciate the effective techniques that negotiators use. Students will also be able to discuss the variables involved in negotiation processes, and will be able to conduct their own successful negotiations.

5. Learning Objectives

The student will:

- Read assigned text chapters and select primary resources to read
- Read the most current trade press articles about negotiations and deal-making
- Read case studies of negotiations from a variety of situations (employment opportunity, home purchase, goods trade, sale of asset)
- Conduct negotiations with classmates (via telephone or chat client)
- Write analytical responses to case studies and about negotiation activities
- Participate in discussions with classmates and instructor
- Create a resource page of effective negotiation practices and readings

6. Topical Outline

- Communication theories (Grice, Ury & Fisher)
- Psychological theories (Self, Ego, Ethics)
- Sociological theories (Morals, Values, Norms)

- Management theories (Resource scarcity, fixed-pie)
- Perspectives (individuals, groups, conflicting interests, personal, corporate)
- Best practices (labor, contracts, etc.)

7. Instructional Procedures

This class will be conducted wholly online, using a courseware environment that includes the course syllabus, readings and assignments, multiple asynchronous discussions that open and close as each major topic is covered, and synchronous chats to allow for negotiation activities. In addition, students will be required to tape record one negotiation conducted with a colleague, classmate, or the instructor.

8. Evaluation Procedures

Students will demonstrate proficiency in their written assignments and in their negotiation activities.

9. Format

Trimester delivery

10. Prerequisites

11. Instructional Resources

Fisher, Roger and William Ury. *Getting to Yes*. Harvard University Press.

Fisher, Roger and Danny Ertel. *The Getting to Yes Workbook*. Penguin Books

Thompson, Leigh. *The Mind and Heart of the Negotiator*. Prentice Hall

Harvard. *The Program on Negotiation*.

<http://www.pon.harvard.edu/main/home/index.php3>

The Negotiation Institute. <http://www.negotiation.com/>

12. Competence Statement

The instructor for this course must have experience in conducting and researching effective negotiations in business and personal settings. The instructor must be a strong and effective communicator with a demonstrated ability to conduct online instruction.