

Course Outline

Course Title:	Negotiating Skills		
Course Number:	ORGB9	Approval Date:	2025/1/2
Course Hours:	45 hours	Academic Year:	2024
Academic School:	School of Business and Information Technology		

Faculty:	Gary Campbell - Gary.Campbell@flemingcollege.ca Terri Eagleson - Terri.Eagleson@flemingcollege.ca
Program Co-ordinator or Equivalent:	Wendy Thompson - wendy.thompson@flemingcollege.ca
Dean (or Chair):	Allison MacGregor - Allison.MacGregor@flemingcollege.ca

Course Description

Students will learn practical negotiation skills and process theories that can be successfully applied to life and workplace situations such as getting a job, getting a raise, buying and selling a car and resolving disputes.

Prerequisites: None.

Corequisites: None.

Course Delivery Type

Hybrid Synchronous.

Some course hours are delivered online synchronously with specified meeting times and some hours will be delivered in person. Delivery locations and times are specified on the academic timetable.

Learning Outcomes

Upon successful completion of this course, students will be able to:

1. Negotiate successfully using Interest-based negotiation strategies and skills to achieve mutual goals.
2. Apply arbitration and mediation methods of dispute resolution to assist people to reach agreements.
3. Identify and adapt individual and/or group negotiation styles to achieve win-win outcomes.

Learning Resources

1. Negotiating Skills D2L Homepage

2. Thompson (2020). *The Mind and Heart of the Negotiator*. Toronto: Pearson Education. ISBN: 978-0-135-64126-2

3. Ury, William,(1993) *Getting Past No: Negotiating in Difficult Situations*. Toronto: Bantam Books. ISBN: 978-0-553-37131-4

Costs for learning resources can be found on the Campus Store website, using the links below, or by visiting the Campus Store location at your campus.

- Sutherland: <https://www.bkstr.com/sfleming-sutherlandstore/home>
- Frost: <https://www.bkstr.com/sfleming-froststore/home>

Assessment Summary

Assessment Task	Percentage
Assignments	40%
Applied Learning	40%
Tests	20%

Student Success: Policies and Procedures

Mutually, faculty and learners will support and adhere to college Academic Regulations, and Student Rights and Responsibilities. The following policies and guidelines have been developed to support the learning process.

Please click on the link for information about:

- [Academic Integrity \(2-201A\)](https://department.flemingcollege.ca/hr/attachment/7750/download)
(<https://department.flemingcollege.ca/hr/attachment/7750/download>)
- [Accessibility for Persons with Disabilities \(3-341\)](https://department.flemingcollege.ca/hr/attachment/5619/download)
(<https://department.flemingcollege.ca/hr/attachment/5619/download>)
- [Grading and Academic Standing \(2-201C\)](https://department.flemingcollege.ca/hr/attachment/7752/download)
(<https://department.flemingcollege.ca/hr/attachment/7752/download>)
- [Guidelines for Professional Practice: Students and Faculty](https://flemingcollege.ca/PDF/guidelines-for-professional-practice-students-faculty.pdf)
(<https://flemingcollege.ca/PDF/guidelines-for-professional-practice-students-faculty.pdf>)
- [Student Rights and Responsibilities \(5-506\)](https://department.flemingcollege.ca/hr/attachment/269/download)
(<https://department.flemingcollege.ca/hr/attachment/269/download>)

If you will need academic accommodations (for example if you have a learning disability, mental health condition such as anxiety or depression or if you had an IEP in high school), please contact the [Accessible Education Services \(AES\)](https://department.flemingcollege.ca/aes/) department (<https://department.flemingcollege.ca/aes/>) to meet with a counsellor.

Alternate accessible formats of learning resources and materials will be provided, on request.

Program Standards

The **Ministry of Colleges and Universities** oversees the development and the review of standards for programs of instruction. The **Ministry of Labour Training and Skills Development** oversees the development and the review of standards for programs of instruction for Apprenticeship training in the province of Ontario. Each college is required to ensure that its programs and program delivery are consistent with these standards, and must assist students to achieve these essential outcomes.

This course contributes to Program Standards as defined by the [Ministry of Colleges and Universities](#) (MCU). Program standards apply to all similar programs of instruction offered by colleges across the province. Each program standard for a postsecondary program includes the following elements:

- **Vocational standards** (the vocationally specific learning outcomes which apply to the program of instruction in question);
- **Essential employability skills** (the essential employability skills learning outcomes which apply to all programs of instruction); and
- **General education requirement** (the requirement for general education in postsecondary programs of instruction that contribute to the development of citizens who are conscious of the diversity, complexity and richness of the human experience; and, the society in which they live and work).

Collectively, these elements outline the essential skills and knowledge that a student must reliably demonstrate in order to graduate from the program. For further information on the standards for your program, follow the MCU link (www.tcu.gov.on.ca/pepg/audiences/colleges/progstan/).

Detail Plan

Term:	2025 Winter
Faculty:	Terri Eagleson - Terri.Eagleson@flemingcollege.ca Gary Campbell - Gary.Campbell@flemingcollege.ca
Program Co-ordinator or Equivalent:	Wendy Thompson - wendy.thompson@flemingcollege.ca
Dean (or Chair):	Allison MacGregor - Allison.MacGregor@flemingcollege.ca

Learning Plan

Wks/Hrs Units	Topics, Resources, Learning, Activities	Learning Outcomes	Assessment
Week 1	Lecture: Chapter 1 Negotiation: The Mind and Heart Seminar: Personal Bargaining Inventory and the Power of Introverts	1, 3	Personal Bargaining Inventory practice On-going skill practice assessment
Week 2	Lecture: Chapter 2 Preparation: What to do before Negotiation Seminar: Labrador Dog Case	1, 3	On-going skill practice assessment
Week 3	Lecture: Chapter 3 Distributive Negotiation: Claiming Value Ashley Hill Case Study Seminar: Win as Much as You Can Personal Bargaining Inventory Due	1	Personal Bargaining Inventory Due 4% On-going skill practice assessment
Week 4	Lecture: Chapter 4 Integrative Negotiation: Expanding the Pie Seminar: Negotiation Exercises	1,3	On-going skill practice assessment
Week 5	Lecture: Chapter 5 - Understanding Personality and Motivation Seminar: Negotiation Exercises	1,3	Ongoing skill practice assessment Ashley Hill Case - Negotiation Checklist Due 12%
Week 6	Lecture: Chapter 6 Managing Emotions and Contentious Negotiations Seminar: Negotiation Exercises	1,3	On-going skill practice assessment
Week 7	Lecture: Getting Past No (Part 1) Seminar: Test #1	1,3	Test #1 - 10% in Seminar (Chps. 1-6)
Week 8	INDEPENDENT STUDY WEEK		
Week 9	Lecture: Getting Past No (Part 2) Seminar: Negotiation Exercises	1,3	On-going skill practice assessment
Week 10	Lecture: Chapter 7 Establishing Trust and Building Relationships "Getting Past No" Case Study Due Seminar: Green portion of GPN Checklist	1,2,3	"Getting Past No" Assignment and Quiz Due - 12% - GPN (Green portion of Checklist will be completed in Seminar)
Week 11	Lecture: Chapter 8 Power, Ethics and Reputation Seminar: Alternative Dispute Resolution (ADR) Practice	1,2,3	Seminar - Alternative Dispute Resolution (ADR) Arbitration & Mediation On-going skill practice assessment

Wks/Hrs Units	Topics, Resources, Learning, Activities	Learning Outcomes	Assessment
Week 12	Lecture: Chapter 9 Creativity, Problem Solving, and Learning in Negotiation Mediation Seminar: Negotiation Exercises (Arbitration and Mediation exercises)	1,2,3	Mediation / Arbitration Practice On-going skill practice assessment
Week 13	Lecture: Mediation Seminar: Test #2	2	Test #2 - 10% in Seminar (Chps. 7-9)
Week 14	Lecture: Chapter 11 Cross-Cultural Negotiation Seminar: Culminating Negotiations Mediation Case Assignment Due	1,2,3	Culminating / Participation Mark Negotiation 20% in Seminar Mediation Case Assignment and Quiz Due 12%
Week 15	Lecture: Chapter 12 Negotiating in a Virtual World Seminar: Culminating Negotiations	1,2,3	Culminating / Participation Mark Negotiations 20% in Seminar

Assessment Requirements

Assessment Task	Date/Weeks	Course Learning Outcome	Percentage
<p>Negotiation Applications: Individual seminar leaders determine these throughout the semester. Examples of this may be the negotiation checklists, the observer evaluation of role plays, skill development activities, read to learn, personal reflections and lecture applications.</p>	Wks 1-15	1, 2, 3	20%
<p>Personal Bargaining Inventory Students will complete a personal inventory that is designed to help them measure their responses to their perceptions of human behaviour now. The PBI will also be connected to the final project.</p>	Week 3	3	4%
<p>Ashley Hill Case Study: Students will be provided a case study where the negotiation has come to a crisis point. Students will complete the negotiation checklist from both perspectives and answer questions related to the case.</p>	Week 5	1,3	12%
<p>Tests: Test #1 is based on Chapter's 1-6 of the Thompson Text in Week 7. It will include M/C, T/F and Short Answer. Test #2 is based on Chapters 7,8 and 9 of the Thompson text in Week 13. Each worth 10%.</p>	Week 7 and 13	1,3	20%

Assessment Task	Date/Weeks	Course Learning Outcome	Percentage
<p>Getting Past No Assignment: Students will be provided a case study where the negotiation has come to a crisis point. They will prepare in advance and then negotiate in seminar based upon the prepared case. Students will also complete a short quiz based on Getting Past no concepts.</p>	Week 10	1, 2, 3	12%
<p>Mediation Assignment: Students will be provided with case studies where the negotiation has broken down and they are forced to go to mediation. Students will prepare in advance and complete the mediation sheet and complete a short quiz based on mediation concepts.</p>	Week 14	2	12%
<p>Culminating Assessment & Negotiation Students will complete an assessment which follows the 7-step negotiation model. The submission forms the basis for the culminating negotiation of the student's skill development, participation, and contribution mark which occurs with each student in a face-to-face negotiation with the Professor during the final two weeks of the course.</p>	Weeks 14 & 15	1,2, 3	20%

1. **Participation (and therefore attendance) is critical in this hands-on course.** Due to the need to participate in a number of negotiating exercises in class (lectures, seminars, or virtually) to demonstrate an understanding of the material, students who participate in less than 50% of the course hours will put their credit in jeopardy. If you cannot make it to the scheduled lecture, please review it before your seminar. If you cannot make it to the scheduled seminar, then you unfortunately will miss out on the opportunity for up to 20% negotiation application marks.
2. Failure to complete all components of the course assessment plan may result in the student receiving an incomplete grade.
3. Tests include multiple choice, short answer, and Case study format requiring detailed essay style answers. Tests are written face-to-face. If timetabling does not allow face-to-face to occur, then Respondus monitoring is used during the testing process.

Artificial Intelligence (AI) Statement

NO USE. Use of generative AI tools (like ChatGPT) is not permitted in this course.

It is the responsibility of students to maintain a history of records and supporting documentation to demonstrate their efforts in all academic submissions, even if submission of these is not part of the final academic deliverable.

Turnitin Statement

Students agree that by taking this course all required papers may be subject to submission for textual similarity review to Turnitin.com in support of academic integrity. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the Usage Policy posted on the Turnitin.com site.

If students choose to opt out of using the software, they must inform their faculty member at the time of the assignment, of their refusal and meet with the faculty to discuss their options. For further information on the use of Turnitin, please refer to the [Operating Procedure 2-201E](https://department.flemingcollege.ca/hr/attachment/10233/download) (<https://department.flemingcollege.ca/hr/attachment/10233/download>)

Respondus Monitor Statement

This course will use Respondus Monitor as a remote proctoring tool to support the administration of electronic examinations and assessments. Fleming College has an institutional license to use Respondus Monitor, a cloud-based service and software that captures video, audio, and other data during student assessment sessions for use in monitoring students. This data is accessible to, and may be used by, authorized individuals at the college to administer student assessments and manage the academic integrity of such assessments. The Student Terms of Use for Respondus Monitor must be agreed to by users (e.g. students) prior to each use of the Respondus Monitor, available at: <https://web.respondus.com/tou-monitor-student/>

By accessing and using Respondus Monitor, you agree to the collection, use, disclosure and retention of your personal information (including personal images) by Respondus Inc. in accordance with its Privacy Policy, available at: <https://web.respondus.com/privacy-policy/>

Questions regarding the collection of your personal information may be directed Julie Middleton, Director of Counselling and Accessible Education Services via email: julie.middleton@flemingcollege.ca

If students choose to opt out of using Respondus Monitor, they must inform their faculty member prior to the scheduled assessment, of their refusal and meet with the faculty to discuss their options.

Exemption Contact

Information about the Transfer Credit process can be accessed through your myCampus Portal under the Registrar's Office and Resources Tabs or by contacting the Transfer Credit Coordinator (transfercredit@flemingcollege.ca) in the Registrar's Office.

Prior Learning and Assessment and Recognition (PLAR)

PLAR uses tools to help learners reflect on, identify, articulate, and demonstrate past learning which has been acquired through study, work and other life experiences and which is not recognized through formal transfer of credit mechanisms. PLAR options include authentic assessment activities designed by faculty that may include challenge exams, portfolio presentations, interviews, and written assignments. Learners may also be encouraged and supported to design an individual documentation package that would meet the learning requirements of the course.

Any student who wishes to have any prior learning acquired through life and work experience assessed, so as to translate it into a college credit, may initiate the process by applying through the Registrar's office. For more information please click on the following link: <http://flemingcollege.ca/admissions/prior-learning-assessment-and-recognition>

Course Specific Policies and Procedures

It is the responsibility of the student to retain this course outline for future reference. Course outlines may be required to support applications for advanced standing and credit transfer to other educational institutions, portfolio development, PLAR and accreditation with professional associations.

Synchronous sessions may be recorded. As a result, your image, voice, name, personal views and opinions, and course work may be collected under legal authority of section 2 of the Ontario Colleges of Applied Arts and Technology Act, 2002. This information will be used for the purpose of supporting student learning. Any questions about this collection can be directed to the Privacy and Policy Officer at freedomofinformation@flemingcollege.ca or by mail to 599 Brealey Drive, Peterborough, ON K9J 7B1.

LATE POLICY and PARTICIPATION

- 1. Participation (and therefore attendance) is critical in this hands-on course.** Weekly submissions are marked and attribute to 20% of your mark as per the assessment outline. Due to the need to participate in a number of negotiating exercises in class (lectures, seminars, or virtually) to demonstrate an understanding of the material, students who participate in less than 50% of the course hours will put their credit in jeopardy. If you cannot make it to the scheduled lecture, please review it before your seminar. If you cannot make it to the scheduled seminar, then you unfortunately will miss out on the opportunity for negotiation application marks worth 20% of your mark.
2. Some assignments are only print-based format. It is expected that you come to class with either a hand-written completion or printed out version of the negotiation preparatory work, or you will not be able to complete the in-class negotiation.
3. You must submit/present all written/oral assignments on their assigned dates unless you make specific arrangements in writing/E-mail with your professor **prior** to the due date in question. In the case of an emergency, make arrangements (in writing, if necessary) immediately upon your return.
4. Your professor will make special arrangements for valid reasons only and your professor may require documentation of your absence. Other extenuating circumstances will be discussed on an individual basis.
5. Any assignments not submitted by the original or extended due date, or tests not completed on time will receive a grade of zero ("0").

ACADEMIC INTEGRITY

The College views very seriously any form of academic dishonesty, such as plagiarism, submission of work for which credit has already been received; cheating, impersonation; falsification or fabrication of data; the acquisition

of confidential materials, e.g., examination papers; misrepresentation of facts; altering transcripts or other official documents.

PLAGIARISM

1. In essence, plagiarism is the submission for credit of work taken without due documentation from an existing source. One form of plagiarism involves direct incorporation, without proper credit, of phrases, passages of text, images, or data of any kind from an existing source. A second form involves using data or information without proper credit (even though the incorporated information is paraphrased or otherwise not in direct form).

2. A plagiarized assignment will receive a grade of zero.

3. Faculty will send a report to the student's file in the Registrar's. We recommend going to Fleming's library resources for correct in-text and bibliography formats. Know the course and college rules about plagiarism Section 6.6.0 of Flemings Academic Regulations.

Turnitin:

Students agree that by taking this course all required papers may be subject to submission for textual similarity review to Turnitin.com in support of academic integrity. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the Usage Policy posted on the Turnitin.com site. If students choose to opt out of using the software, they must inform their faculty member at the time of the assignment, of their refusal and meet with the faculty to discuss their options. For further information on the use of Turnitin, please refer to the [Operating Procedure 2-201F](https://department.flemingcollege.ca/hr/attachment/10233/download) (<https://department.flemingcollege.ca/hr/attachment/10233/download>)

The link to help you through the process of checking your assignments is: <https://flemingcollege.ca.libguides.com/academic-integrity/turnitin>

SUBMISSION OF ASSIGNMENTS

1. The professor reserves the right to deduct marks for incorrect spelling/grammar/style evident on any test or assignment. This is to ensure that communication skills which are appropriate to the program of study are developed. All course work should be prepared and presented in a professional manner. All assignments are to be word-processed. If given face-to-face, all writing must be legible for marking purposes.

2. The student is responsible for keeping a copy of all submitted work and records of all marked work, and students should keep returned marked work in case of a dispute. For further clarification refer to the "Student's Right and Responsibilities" document (policy 5-506).

3. Results of evaluations will be distributed during class. If you are not available to receive evaluations, you may obtain your results from the student portal.

CLASSROOM BEHAVIOUR

1. Please note that during face-to-face and on-line sessions, access only the devices and programs that the Professor is asking you to use for learning activities. Cell phones, laptops (when face-to-face) and other devices/apps/items are off of your desk and turned off to help you stay focused on the class. If devices are needed for accommodation purposes, then prior arrangements need to be made with the professor.
2. Students are required to follow all College Covid Protocols in place while in the classroom. Students understand and accept that failing to follow protocols will result in them being required to remove themselves from the classroom.

STUDENT SUCCESS STRATEGIES

1. Students with learning disabilities are encouraged to meet Learning Support Services. An accommodation plan will be developed if deemed appropriate. Students are encouraged to meet with Faculty to discuss elements of Letters of Accommodation.
2. The course outline will be followed, however any of the topics/exercises intended for presentation, tests or assignments may be changed by the instructor. Students will be informed of the changes.

APPEALS

Appeal of grades should follow process as outlined in academic regulations (policy 2-201).