Professor: Dr. Jade Williams

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Office Hours:
M 4:30-5:00 pm & T 4:00-6:30 pm by appt
Virtual Office Hours: T 9:00-11:00 pm & by appt

CLASS MEETING INFORMATION

DAY/TIME: Online/Canvas-based course; no scheduled class meetings

COURSE DESCRIPTION & OBJECTIVES

Students are introduced to fundamental concepts and skills relevant to effective negotiation in business and professional contexts. Topics include conflict management, Alternative Dispute Resolution (ADR), and interpersonal, consumer, organizational, community and international negotiation. Emphasis is placed on helping students to understand and improve the conflict management and negotiation skills required in their professional careers.

By the end of this course, you should be able to:

1. Recognize and explain the role of communication in professional conflict and negotiation;
2. Discuss the extant theoretical perspectives related to conflict and negotiation;
3. Develop a greater awareness of the role of power and emotion in professional conflict;
4. Increase your ability to manage emotion in yourself and others;
5. Increase your ability to take others' perspectives;
6. Identify stakeholder T.R.I.P goals, conflict styles/approaches, interests and positions;
7. Expand your understanding and use of interpersonal, organizational, consumer, community and international negotiation skills;
8. Manage your professional conflicts more effectively.

REQUIRED TEXT

The readings are the cornerstone of this course. Please obtain and begin to read the textbook listed below:

Spangle, M. L., & Isenhart, M. W. (2003). *Negotiation: Communication for diverse settings.* Thousand Oaks, CA: Sage.

INSTRUCTOR EXPECTATIONS

You should expect that Dr. Williams will:

1. Convey knowledge and passion for course material.
2. Conduct the class in a manner that is engaging.
3. Assign meaningful work that allows you to engage the course, its content and material.
4. Grade assignments and provide helpful feedback in a timely manner.
5. Reply to your emails within 48 hours.
6. Attempt to relate material in this course to your everyday life and professional relationships, as well as to relevant global, social, and political contexts.

STUDENT EXPECTATIONS

Students are expected to give themselves to and engage this course fully. If you do, you will gain invaluable knowledge and experiences that will forever influence the way you understand and communicate with yourself and others. To help accomplish this, you are expected to:

1. Complete and spend time contemplating the readings each week.
2. Complete and submit all assignments in advance of the deadline.
3. Participate actively in all discussions and course activities.
4. Contribute positively to the classroom and group climates.
5. Take a self-motivated approach to the course, including personal accountability for your behavior and academic progress in the class.
6. Stay in contact with me throughout the semester. Communicate with me about the course, its content, about conflict in your life and how our course relates. Come to me, and let me help you, any time you have questions, problems or concerns related to your mastery of course objectives.

CANVAS/CANVAS REQUIREMENT

Check your UFL.edu email and our Canvas course site daily. All class functions are performed on Canvas. If you have computer/internet or Canvas-related problems or questions, contact the UF Computing Help Desk at (352) 392-HELP [4357], or email helpdesk@ufl.edu.

HONORLOCK

This courses uses the HonorLock proctoring service for all Quizzes and Exams. HonorLock is suggested by the University of Florida and provided with all Canvas course sites. NOTE: When registering with HonorLock, you will be asked to provide a good amount of personal information. This is a normal part of the registration process. You will need to register and provide the required information before receiving access to the quizzes and exams.

New to HonorLock? Take the practice quiz to register and get familiar with the identification process (HonorLock uses your computer's camera/video and microphone during quizzes and exams). See here for the HonorLock student guide: CanvasStudentGuide.pdf

About Honorlock: Honorlock is an online proctoring service that allows you to take your exam from the comfort of your home. Honorlock is available 24/7 all you need is a computer, webcam, and a stable internet connection. You DO NOT need to create an account, download software or schedule a proctoring appointment.

Honorlock is very simple! All you will need to do is log into Canvas and click on the quiz you need to take. You will be prompted to add the Honorlock Chrome Extension, which is required to take your quiz/exam. You are required to use Google Chrome as your browser. Then you will need to take a picture, show your ID, and scan your room. Honorlock will be recording you VIA webcam and they will be recording your screen. They also have an integrity algorithm that can detect search-engine use, so do not attempt to cheat or look up answers, even if its a secondary device.

How to Get Started with Honorlock: You do NOT need to schedule an appointment with Honorlock in advance. You will need to use Google Chrome and download the Honorlock Chrome Extension. You can download the extension at www.honorlock.com/extension/install (Links to an external site.).

When you are ready to take your quiz/exam, log into Canvas, go to your Course, and click on your quiz/exam. When you click on "Take your Exam," you will start the authentication process before you begin your exam.

If you see a page asking for an access code, it means that you did not install the Honorlock Chrome Extension or you are not in Google Chrome.

24/7/365 Support is Available: If you encounter issues with Honorlock, you may contact them at (855) 828-4004, chat and/or email at support@honorlock.com.

EXAMS AND MAJOR ASSIGNMENTS

All assignments, exams and quizzes are due on our course site no later than 11:59 p.m. on the due date to be eligible for points. No work is accepted after the 48-hour Extension Period. There are no exceptions to these rules.

Chapter Review Questions (9% = 9 RQs @ 1% each)

Chapter Review Questions (RQs) are assigned for each chapter (except Chapter 3—no RQ is assigned for that chapter). To earn full credit, all parts of each question must be answered correctly and thoroughly, and each response must clearly indicate the correct page numbers from the book (or lecture video title) where the information is found. Failure to clearly indicate correct page numbers (or lecture video) will result in a "0".

NOTE: Although there are 10 RQs assigned this semester, only your highest 9 RQ scores will count toward your final grade. This means that you can miss or do poorly on one RQ without penalty.

Review Question Point Deductions:

- Assignments submitted with all questions answered correctly and thoroughly (including supplemental material, real-life examples, etc.) can earn up to 10 points.
- Assignments submitted with one question missing, incorrect or incomplete can earn up to 8 points.
- Assignments submitted with two questions missing, incorrect or incomplete can earn up to 5 points.
- Assignments submitted with three or more questions missing, incorrect or incomplete will earn 0 points.
- Responses without clear indication of correct page numbers (or lecture video, when applicable) will receive 0 points.

IMPORTANT: Additional points will be deducted for each incomplete, incorrect or poor-quality response.

Quizzes (36% = 3 Chapter Quizzes @ 12% each)

You are permitted to ATTEMPT each Quiz a maximum of three times. This means that the system will allow you to start each quiz up to three times. If you are disconnected or otherwise unable to complete the quiz, that counts as one attempt regardless of whether or not you finish taking it. Therefore, it is important that you take the quizzes on a computer with a reliable internet connection

Final Exam or Project (24%)

Students will finish the semester with a Final Exam or Final Project (varies with semester--see Course Calendar). Exams can be taken one time only and must be completed prior to the deadline listed in the course calendar.

Discussion Assignments (3 DA X 10% each = 30% total)

Discussion assignments are designed to help familiarize students with concepts and terminology introduced in the readings, as well as to help analyze real-world conflict.

Up to 20 points can be earned for each Discussion Assignment, as follows:

Initial Post = up to 10 points

Discussion Post = up to 10 points

INITIAL POST (Up to 10 points)

For your Initial Post (IP), you will write a well-considered, readings-based response to the discussion prompts provided for each assignment. In many cases, you will write about a conflict interaction and then analyze the conflict according to specific concepts/terms presented in the corresponding chapter. **In order to be eligible for points, your responses must provide thorough analyses based on the chapter information, properly cited throughout,** and be posted to the appropriate discussion forum prior to the IP deadline. *NOTE: You must post your IP to the forum in order to receive access to that forum. The first post you make (the one that allows you access to the forum) is the one that is graded as your Initial Post, and it cannot be edited once posted. Therefore, make sure that your correct IP is in the post before submitting it. If there is nothing in the first post you make, or if it is the wrong information, a "0" will be assigned for that IP. Also, **IPs that do not properly cite the textbook/videos will receive "0" points.***

DISCUSSION POST (up to 10 points)

You will make at least one well-considered, readings-based Discussion Post (DP) for each forum that meet the following criteria:

1. You should read and respond directly to another student's Initial Post.
2. To be eligible for points, Discussion Posts must:

- Be based clearly and **explicitly** on information read in the textbook and lectures, with **proper in-text citation** of the textbook and videos. See below for more detailed information about how to cite course material, or contact Dr. Williams for help. Note: When asked to cite "outside sources," be sure to include proper in-text citations, as well as a full References list at end of post.
- Make NEW, meaningful, readings-based contributions to the conversation. **Make new connections with the readings** (do not recycle what another student has already said). Use MULTIPLE concepts and terms from throughout the textbook/videos in each discussion post (not just one term/concept and not from only one chapter). Show how multiple concepts/terms relate to one another and, jointly, help us to form a more comprehensive understanding of the conflict interactions, as well as the concepts/terms.
- **Cite our textbook and videos!** Failure to properly cite the textbook throughout will result in a "0." See the section "How to Cite" below for details, and please contact Dr. Williams if you have any questions.
- NOTE: Posts that do not adequately meet the above requirements will earn "0" points.

Here are some examples of ways to go about making meaningful Discussion Posts:

- Change the SCOPE of the analysis. For example, discuss a situation that is similar to the one presented in the IP, specifically with respect to the impact of differing contextual factors.
- Change the DEPTH of analysis. For example, if the analysis presented in the IP is somewhat surface level, use the DPs to dig deeper into the conflict analysis.
- Provide tips/suggestions introduced in the textbook, as well as explanation for why these tips might apply to the situation presented by another student.
- Present an opposing or slightly different view of a conflict interaction or related issue to encourage perspective-taking. Always be respectful of one another and differing perspectives.
- Feel free to use your own experiences to help illustrate points; just be certain to connect/relate your own experiences directly with new information from the readings, properly cited.

<u>**HOW TO CITE**</u>**:**

When you paraphrase information, include page numbers (in parentheses) to indicate where you read about information that you are discussing in your own words. If you use a **direct quote, it MUST BE IN QUOTATION MARKS and also include page numbers immediately after the end quotation marks**! Failure to adhere to these rules will result in a "0" on the assignment. Consistent violations will result in disciplinary action (see Student Conduct section for more information). Below are some examples of acceptable ways to cite our textbook (Spangle & Isenhart, 2003) in this class:

IF YOU USE A DIRECT QUOTE (include quotation marks and page numbers):

According to Spangle and Isenhart (2003), "organizations resemble families" (p. 277).

--OR--

According to our textbook, "organizations resemble families" (p. 277).

WHEN YOU PARAPHASE (include page numbers):

Organizations and families have several shared characteristics; one of these is the presence of a common set of communication codes, such as group-specific jargon (p. 277-278)

GRADING

36% = 3 Quizzes X 12% each

30% = 3 Discussion assignments X 10% each

24% = Final Exam

9% = 9 Review Questions assignments X 1% pts each

<u>1% = Introduction Assignment</u>

100% TOTAL

ASSIGNMENT LETTER GRADE DESCRIPTIONS

A/- = Excellent! In addition to excellent quality and performance, work that earns an "A" exceeds minimum requirements and expectations.

B+/- = Very good! A grade of "B" indicates successful completion of all assignment requirements with little room for improvement. Please note that all minimum requirements must be satisfactorily completed to earn a grade of "B" or better. Writing skills and overall performance are above average.

C+/- = Good! A grade of "C" is the most commonly earned grade on course assignments. It indicates work in good standing. <u>All minimum requirements are met</u> (including answers that are correct, provide adequate explanation and properly cite the textbook), although some might need improvement. Writing skills are average to excellent.

D+/- = Passing…but below average. The assignment's minimum requirements are not met and/or quality of work is less than average.

E = Not passing. Minimum requirements are not met and quality of work is poor, or work displays plagiarism (including improper citation of textbook or failure to cite).

FINAL GRADE

Below is the percentage break-down for each letter grade. Please be advised that I do not round up.

Letter Grade	Percentage	Letter Grade	Percentage
A	93 – 100 %	C	73 – 76.9 %
A-	90 – 92.9 %	C-	70 – 72.9 %
B+	87 – 89.9 %	D+	67 – 69.9 %
B	83 – 86.9 %	D	63 – 66.9 %
B-	80 – 82.9 %	D-	60 – 62.9 %
C+	77 – 79.9 %	E	0 – 59.9 %

Special Note Concerning Final Grades of Incomplete

A grade of "Incomplete" is given only to a student with extreme circumstances that prevent the student from completing course requirements during the semester in which s/he is enrolled. Please be forewarned that an "Incomplete" can only be given to a student who has completed at the 50% of the class and who is passing the course with a grade of "C" or better at the time the Incomplete is negotiated. See the University's policy for more information.

GENERAL ASSIGNMENT POLICIES

DEADLINES

Deadlines are absolute. All assignments are due to Canvas/Canvas by 11:59 p.m. EST on their respective due dates. Late work is not accepted; therefore, it is imperative that you plan ahead. Students are expected to submit assignments at least one day in advance of the scheduled deadline. It is your responsibility to be

certain that your available computer is compatible with Canvas/Canvas, and to do this well ahead of any assignments coming due.

SUBMITTING WRITTEN WORK

All Review Questions assignments are submitted on Canvas/Canvas. It is your responsibility to ensure that your assignment has been successfully received by Canvas/Canvas prior to the deadline. Submit only .doc or .rtf files.

ADDITIONAL COURSE POLICIES

ATTENDANCE, UNIVERSITY-SANCTIONED EVENTS & RELIGIOUS HOLIDAYS

Due to the online nature of this course, there are no excused or unexcused absences. You are expected to participate in and complete all Discussion Assignments, readings, and other class assignments/quizzes/exams in advance of the deadline. If you know that you will have something coming up (e.g., university-sanctioned events and religious holidays), be sure to submit your work in advance of the event/holiday/etc. In the event of an extreme emergency that will prevent you from submitting work for several days (e.g. hospitalization, etc.), please notify me as soon as possible (or have someone do so on your behalf) and then contact me when out of harm's way so that we can discuss your options for completing the course. Please also see the "Special Note Concerning Final Grades of Incomplete" provided above for more information about eligibility requirements for receiving grades of Incomplete.

ACADEMIC INTEGRITY AND ACADEMIC CONDUCT

All submitted work during the course, written or oral, will be the student's personal, original work, with credit being given to sources used. If a student violates this understanding, evaluations of work must be affected accordingly and if necessary, adjudication will be processed by procedures approved by the University of Florida Honor Court.

GETTING HELP

Your well-being is important to the University of Florida. The U Matter, We Care initiative is committed to creating a culture of care on our campus by encouraging members of our community to look out for one another and to reach out for help if a member of our community is in need. If you or a friend is in distress, please contact umatter@ufl.edu so that the U Matter, We Care Team can reach out to the student in distress. A nighttime and weekend crisis counselor is available by phone at 352-392-1575. The U Matter, We Care Team can help connect students to the many other helping resources available including, but not limited to, Victim Advocates, Housing staff, and the Counseling and Wellness Center. Please remember that asking for help is a sign of strength. In case of emergency, call 911.

STUDENT CONDUCT

The Dial Center for Written and Oral Communication strives for a classroom climate that is comfortable for all. Students are expected to behave according to the UF student code of conduct in their classes. This means treating their instructors and fellow classmates with respect. To ensure a positive learning environment, students should not: make complaints publicly (in front of other students); attack the instructor or other students verbally, physically, or in written form; or express reactions in the classroom that would bring harm to other students. Failure to meet the UF code of conduct can impact a student's class participation grade or result in referral to the UF judicial office. Class atmosphere can be made or broken by the approach that students take to the challenges of the course. Students that support others, show good humor in the face of

obstacles, show dedication in the face of setbacks, and show grace when others are not doing as well will help to create a positive communication climate.

Here, our computers are our classroom. In an online class such as this, it is especially important for each of us to:

- Be open to opposing or differing viewpoints. We, both individually and collectively, have much to gain from doing so;
- Display respect for all members of the classroom – including the instructor and students;
- Avoid negative language (such as racist, sexist, homophobic, etc.) that may unnecessarily exclude members of our campus and classroom;
- Respond to all people who attempt to communicate with you via email and discussion boards (e.g., be sure to reply to people's posts on the Discussion Board) in a timely manner;
- Read all assigned readings and participate in all class sessions and activities;
- Always, always, always remember that there is a PERSON on the other side of the SCREEN.

DISABILITY AND SPECIAL ACCOMMODATIONS

Any student in this course who has a disability that may prevent him or her from fully demonstrating his or her abilities should contact me privately, as soon as possible, so we can discuss accommodations necessary to ensure a successful and educational experience. It is your responsibility both to notify me and to make the first contact with the Disability Resource Center (DRC). Additionally, you must provide written documentation from the DRC at least one week prior to the date in which you are requesting accommodations.

RIGHT TO PRIVACY

The Family Educational Rights and Privacy Act (FERPA) ensures that your student records (for any students over 18 years of age) are kept confidential. I will not release your grades to anyone other than you or school officials who are given permission to view your progress. Anyone other than you (or an approved school official) may not request any information (beyond simple directory information) about you, your progress, or your status as a student in my class – this includes parents, partners, and other students. For more information, see the University of Florida website for The Family Educational Rights and Privacy Act (FERPA).

ACCEPTABLE USE OF COMPUTER SYSTEM

As a student in this class you're subject to the Acceptable Use Policies for UF's computer systems. Anyone violating these policies will receive an automatic grade of "E" for the course and will be referred to the University for Disciplinary Action as deemed appropriate by the University of Florida Honor Court.

CHANGES TO COURSE SYLLABUS/CALENDAR

I reserve the right to update or change portions of this course syllabus and calendar in order to make the class a better experience for everyone. This may be in response to suggestions from students, from my own observations, or as the result of requirements by the Department, College, or University. Changes will be posted to the course site on Canvas/Canvas.

COURSE FEEDBACK

I welcome feedback about the course. If we wait until university evaluations at the end of the semester, I cannot make changes that will help you. I regularly ask the class for feedback and suggestions regarding the

quizzes and assignments. Please share your thoughts with me in an open and constructive manner during the semester. You can make suggestions with me privately during office hours or anytime via email.

QUESTIONS, CONCERNS, COURSE PROBLEMS

If you have any concerns regarding the course, contact me via e-mail immediately. I am always willing to assist you in any way that I can. However, please do NOT contact me for computer, internet and/or Canvas/Canvas-related problems. Contact the UF Computing Help Desk at (352) 392-HELP [4357] or send email to helpdesk@ufl.edu for these matters. Computers do act up, so plan ahead and give yourself plenty of time before deadlines to complete and submit your work.

HAVE FUN WITH IT!

Feel free to play with the material, share your ideas, and contribute to the class. The more you engage the material and your fellow classmates, the more everyone will enjoy and benefit from the course.