

Montgomery County Community College
MGT 113
Conflict Resolution and Negotiation
3-3-0

COURSE DESCRIPTION:

This course provides a framework for negotiation skills and conflict resolution approaches for more effective organizational leadership. Students will learn to identify solutions to workplace conflict and develop negotiation skills to create a collaborative environment. Topics emphasized include: reaching practical agreements, achieving objectives, strengthening relationships, and ultimately increasing productivity.

PREREQUISITE(S):

None

CO-REQUISITE(S):

None

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

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHODS
1. Identify potential conflicts in the work environment and practical approaches to resolution.	Reading Discussion Lecture Small group assignments Multimedia materials Role play assignment	Written assignment
2. Demonstrate successful negotiation strategies using sound problem solving skills.	Reading Discussion Lecture Small group assignments Multimedia materials Role play assignment	Role Play Assignment with Consistent Rubric Project with Consistent Rubric
3. Apply communication skills to facilitate appropriate negotiation.	Reading Discussion Lecture Small group assignments Multimedia materials Role play assignment	Role Play Assignment with Consistent Rubric Project with Consistent Rubric Presentation

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHODS
4. Design effective approaches for team building and collaborative conflict resolution and negotiation.	Reading Discussion Lecture Small group assignments Multimedia materials Role play assignment	Project with Consistent Rubric Written assignment

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria.*

SEQUENCE OF TOPICS:

1. Defining Negotiation and Its Components
2. Personality
3. Conflict
4. Negotiation Style
5. Key Negotiating Temperaments
6. Communicating in Negotiation
7. Managing Diversity
8. Interests and Goals in Negotiation
9. Understanding the Importance of Perception in Negotiation
10. Effects of Power in Negotiation
11. Asserting Yourself
12. Principles of Persuasion
13. Rules of Negotiation & Common Mistakes
14. The Negotiation Process and Preparation
15. Alternative Styles, Strategies, & Techniques of Negotiation
16. Team Negotiation
17. Negotiation in Leadership and Public Relations
18. Third-Party Intervention
19. Using Your Personal Negotiating Power

LEARNING MATERIALS:

Budjac Corvette, B. A. *Conflict Management: A Practical Guide to Negotiation Strategies, 1st Edition*. Prentice Hall. 2006.

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by: Paul Johnson, Eileen Kearney, Theresa Sullivan
VPAA/Provost or designee Compliance Verification:

Date: 11/2015
Date: 1/2016

A handwritten signature in cursive script, appearing to read "Paul Johnson".

This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.