

**Negotiation and Dispute Resolution
Wharton School
Professor Stuart Diamond
Fall 2009**

Syllabus may change without notice

Class 1: Ratings War Case - Trust

- Baseline exercise to evaluate one's own negotiation skills.

Course Content

- Purposes/goals of course. Scheduling. Requirements.
- Goals of students/skills desired.
- Some results of questionnaires.

Class 2: Pink Cadillac Case

- Basic Tools-Negotiate and analyze using course tools.
- Who's zoomin' who?
- Journal 1 due

Class 3: The Diva Case - Interest Based Negotiation

- How can we do better?
- This is a complex case. Be creative! Also, agency issues?
- Journal 2 due

Perception

- An exercise in perceptual differences.
- Comments on dealing with perceptions problems.
- Role of communication in effective negotiation.

Interests

Class 4: Pheasant Egg - Hard Bargainers

- How do you know when it's collaborative or not? Can it be both? How to deal with hard bargainers, ethical issues, etc.

- Analyze. What was effective and not? What will you do differently next time?
- What specific negotiation principles will you internalize?
- Journal 3 due

Standards

Class 5: The Warranty

- An introduction to the 4 Quadrant problem solving model
- Journal 4 due

Class 6: Problem Solving Session

- The best negotiators are problem-solvers – creative problem solvers. We will devote the session to using the 4-quadrant problem-solving model as it applies to real student problems.
- 1. Students can revise problems already submitted or submit new problems by completing a new online Problem Solving form by the deadline listed in the assignments chart on the main page of the website.
- 2. Students will prioritize problems you wish to negotiate after reviewing all problems submitted by students in the class. Students will then need to select a problem to negotiate by the deadline listed in the assignments chart on the main page of the website. There are a limited number of slots available for each problem, so the selection process is first come first serve. If you fail to select a problem before the deadline hits then we will place you in one of the remaining available slots.
- 3. Roles and problems will be emailed to students the Tuesday before the scheduled class. The person who owns each problem to be negotiated will explain the facts of the case to others on that team.
- Journal 5 due

Class 7: Sell Phones Case – Coalition Building

- Most of the time you need others to succeed - even opponents. Processes to gain - or lose - through building a power base.
- Group Problem Solving Paper due
- Journal 6 due

Organizational Behavior and Power

Discussion: Multi-Party Negotiations

Class 8: Mediation Case

- Team problem solving memo due

Class 9: El Camino Real Case – Group Processes

- This is a combined law school/business school class—all sections of this course. This will be the only class this week, and will be held on Thursday, October 26th from 7:00- 10:00 PM, location TBA. A separate memo will be distributed prior to this class.
- This class will address multi-party, multi-issue negotiations. Dealing effectively in such situations is an essential negotiation skill.
- Journal 7 due

Group conflict and style.

Agenda setting

Class 10: Steel Deal Case – Negotiation Style Looking in the Mirror

- Journal 8 due
- Classes will NOT meet formally this week. You will be expected to conduct an outside group negotiation with members of all other sections of this course. You will be assigned to a team prior to this class, and will be required to tape a negotiation, location TBA. A separate memo will be distributed prior to this week.
- This exercise will give you insight on how you look and how persuasive you are through your negotiating style. The case will involve an international trading company.
- Prepare individually, then with teammates before taping.

DVD Recording (Refer to memo)

- Record the entire negotiation.
- Talk among yourselves afterwards. What worked? What didn't? How important were style and emotion issues? What learning for future negotiations? What agency issues presented themselves?
- View the DVD and talk some more.

Excerpt Selection

- Pick 60 seconds that exhibited significant emotion or interpersonal problems. Criteria include: screaming, finger pointing, hostile tone, interrupting, throwing chairs, storming out, other aggressive behavior, ignoring other side, extreme offers, insults, crying, etc.

Turning in DVD

No class credit will be given for any team member unless the DVD is submitted and a time stamp is placed on the DVD!

Class 11: Family Business Case – Real World M&A

- 90% of all businesses globally, and 1/3 of Fortune 500 firms, are owners of big families.
- Dealing effectively with such issues is key for business people and attorneys.
- In this class you will negotiate a case drawn closely from real life and which required use of a significant portion of the learning from this semester. If you have paid careful attention to the tools all semester and practiced with them, this case will be a breeze – fun, elucidating and motivating.
- You may be asked to prepare by side for 45 minutes to 1 hour before coming to the class.
- Journal 9 due

Class 12: Alpha Beta Case – Cross Cultural Issues & Class Wrap Up

- Cross-cultural negotiation is accelerating in importance, as cultures, countries, races and other distinct groups are being thrown together in an increasingly international economy. Most world problems exemplify our individual and collective failure to negotiate successfully with those who are different. This session is a transition to the complex topic of dealing with diversity. We will develop some approaches for near-term solutions and further self-learning. Dealing with differences is a critical topic in the world today and is the capstone of the course.
- You may be asked to prepare by side for a minimum of 30 minutes before coming to the class
- Comments on Cross Cultural problems
- Preparation for Class. Case, Preparation by Side and Readings 24, 25, 26
- Journal 10 due

The Negotiation Springboard – Course Wrap Up

We will consolidate and review this semester's tools and learning as the first step to a lifetime of more negotiation power and success.

Emotion and Style

- Style questionnaire review.

Student Problems

- Discussion of student problems submitted during the semester.

Activity

- Ones requested by students. Questions, role play with professor, more sophisticated problems, etc.

Negotiation Profits

- Review of benefits of course, tangible and intangible, and how much money saved/earned.

Review of Books (if time)

- We will discuss Bargaining for Advantage and Influence: The Psychology of Persuasion.

Some Film Clips on Negotiations

Wrap-up

- What have we learned? What are we going to do with it? When? How?
- Goals met, new goals found.
- How to self-teach and self-learn.

A checklist for the future.