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Course Objectives:

The goal of this course is to expose the student to strategies employed to confront various real world experiences while understanding the origins of the more abstract and theoretical approaches on Negotiation by exploring the following topics:

- The Nature of Negotiation  
- Strategy and Tactics of Distributive Bargaining  
- Strategy and Tactics of Integrative Bargaining  
- Negotiation Strategy and Planning  
- Perception, Cognition and Emotion  
- Communication  
- Finding and Using Negotiation Power  
- Influence  
- Ethics in Negotiation  
- Relationships in Negotiation  
- Agents, Constituencies and Audiences  
- Coalition Building  
- Multiple Parties and Teams  
- Gender and Negotiation  
- Personality and Abilities  
- International and Cross-Cultural Negotiations  
- Managing Difficult Negotiations  
- Third-Party Approaches to Managing Difficult Negotiations  
- Best Practices in Negotiations
In the end this course is designed to be relevant for a broad spectrum of bargaining and negotiation situations that are traditionally faced by managers and leaders.

**Undergraduate Student Learning Outcomes (SLO):**

- Negotiate and collaborate with others in situations with differing interests and objectives
- Analyze a business problem in new and unfamiliar circumstances through the integration of relevant disciplines
- Formulate strategies to solve business problems and pursue opportunities
- Identify and critically analyze salient legal and moral business issues
- Write clear and effective business communications

**MBA Goals and Student Learning Outcomes (SLO):**

- Develop a solid foundation in theoretical concepts and managerial skills needed to lead business organizations
- Ability to analyze environments in which managers make and implement business decisions
- Formulate, communicate, and coordinate strategies to solve business problems and pursue opportunities
- Apply concepts and decision models in making business decisions
- Evaluate the impact that changes in the domestic and global environment have on the business climate
- Analyze the implications that environmental factors have on organizational activities
- Determine salient responsibilities of organizations to all stakeholders
- Analyze a business problem in new and unfamiliar circumstances through the integration of relevant disciplines
- Apply problem solving techniques to address business objectives
- Recommend strategies to pursue opportunities
- Exhibit leadership and collaborative skills in team-based tasks
- Write clear and effective business communications
- Make professional oral presentations

**Text & Reading Material:**

Class Etiquette:

It is imperative that you make a good faith effort to attend all classes. Attendance, class preparation and participation will impact your final grade.

Attendance will be taken at least 3 times during the semester on random dates. If you are absent without an excused absence on those dates 10 points will be deducted from your overall point total. Your absence affects your point total, so do your best to attend class every session.

Please do not be late to class. Late arrivers tend to disrupt the class. If you find yourself running more than 10 minutes behind do not enter the classroom.

If you must leave class early, please sit close to a door and advise me prior to the beginning of class.

Each student must prepare a name tent so I can identify you and learn your name. The name tent should be placed on their desk at every class. The name tent should be printed in ink and legible enough to be read from a distance.

Failure to display your name tent will result in a deduction of 10 points from your point total.

I expect your name tent to appear on your desk the first day of academics (August 28, 2014) and every class thereafter until I say otherwise.
Laptop computers, mobile phones and iPad like devices may be used for eBook, note taking and class work.

The use of a Mobile phone, laptop computer or iPad like devices for text messaging or social media of any kind are prohibited while class is in session. Their use is not only rude, but will result in a deduction of 10 points from your total earned points and the removal of the student from the classroom. Repeated offenses will result in the dismissal of the student from the class.

Student With Disabilities:

If you are a student with a disability and believe you will need accommodations for this class, it is your responsibility to contact Student Disability Services at (619) 594-6473. To avoid any delay in the receipt of your accommodations, you should contact Student Disability Services as soon as possible. Please note that accommodations are not retroactive, and that accommodations based upon disability cannot be provided until you have presented your instructor with an accommodation letter from Student Disability Services. Your cooperation is appreciated.

Assignment Details and Point Values:

Reading Assignments: Complete noted text readings before each class. Be prepared to discuss chapter problems and /or cases when called upon. A lack of preparation will negatively affect your grade.

Quizzes: There will be 4 Quizzes that will be administered in class or in another location to be determined. 25 Points Each

Midterm Exam: There will be one midterm exam for this course. 100 Points

Personal Evaluation Paper: Will be discussed in class. 100 Points

Final: A final exam will be administered during the designated week for finals. 100 Points

MBA Candidates: Will be required to write a simulation worthy of publication. 100 Points
Points will be tallied as follows:

Paper: 100 Points
Quizzes: 100 Points
Midterm: 100 Points
Final: 100 Points
**Total UG:** 400 Points
**MBA:** 100 Points
**Total MBA:** 500 Points

At the end of the course you will have earned a maximum of 400 points (500 points for MBA) plus any adjusted points that are added or subtracted.

Total points earned will be divided by 400 (500 MBA) or the adjusted point total. The division will result in a percentage. Your final grade is determined by the percentage and **NOT** the grade calculated on Blackboard. **Your final grade will be posted on the SDSU Webportal.**

**I retain the right to adjust the syllabus and to add or alter assignments and deliverables throughout the semester.**

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**Grading Policy of San Diego State University:**

Undergraduate grades shall be:
- A, Outstanding achievement;
- B, Praiseworthy performance;
- C, Satisfactory performance;
- D, Minimally passing; and
- F, Failing.

MBA grades shall be:
- A, Outstanding achievement;
- B, Praiseworthy performance;
- F, Failing

**The following is the policy for Management 596:**

A=93-100, A-=90-92
B+=88-89, B=83-87, B-=80-82
C+=78-79, C=73-77, C-=70-72
D+=68-69, D=63-67, D-=60-62
F=59 and below
Assignment Evaluation:

**Essay examinations** will be used to test understanding and application of the concepts presented in the readings and class.

**Case analysis examinations** will assess the negotiation and conflict dynamics of a selected case, and perhaps the application of theories and approaches.

**Quizzes** will be used to assure that students do the readings.

**Personal application papers [PAP]** are used to encourage students to reflect upon a simulation or role-play, and to abstract the key learning points out of the event. At the end of the course, students can write a personal negotiation assessment paper where the students comprehensively address their negotiating style and effectiveness and have the opportunity to integrate readings and activities that have occurred during the academic semester.

**Graded negotiations** would be determined over the course of several simulations or vignettes encourage the student to evaluate their positions carefully and take the process seriously.

READING AND ASSIGNMENT SCHEDULE

**WEEK 1: The Nature of Negotiation**
- Lecture
- Preliminary Self-Assessment Score Sheet
- Exercise in Conscious Communication
- Case Study
- Run Introductory Simulation on Case Study
- Distribute Simulation on Distributive Bargaining

**Week 2: Strategy and Tactics of Distributive Bargaining**
- Lecture
- Case Study
- Run Distributive Bargaining Simulation
- Distribute Simulation on Integrative Bargaining

**Week 3: Strategy and Tactics on Integrative Bargaining**
- Quiz 1
- Lecture
- Case Study
- Run Integrative Bargaining Simulation
Week 4: Negotiation Strategy and Planning
- Lecture
- Case Study
- Run Exercises on Strategy and Planning
- Distribute Exercises on Perception, etc.

Week 5: Perception, Cognition, Emotion and Communication
- Quiz 2
- Lecture
- Run Exercises on P, C, E and C
- Distribute Simulation on Negotiation Power

Week 6: Finding and Using Negotiation Power
- Lecture
- Case Study
- Run Simulation on Negotiation Power
- Distribute Simulation on Ethics

Week 7: Influence, Ethics and Dirty Tricks in Negotiation
- MIDTERM EXAM
- Lecture
- Run Exercises on Ethics and Dirty Tricks
- Distribute Simulation on Relationships

Week 8: Relationships in Negotiation
- Lecture
- Case Study
- Run Simulation on Relationships
- Distribute Exercise on Agents, Constituencies, etc.

Week 9: Agents, Constituencies, Audiences and Coalition Building
- Lecture
- Case Study
- Run Exercises on Agents, etc.
- Distribute Simulation on Coalition Building

Week 10: Multiple Parties, Teams and Gender
- Quiz 3
- Lecture
- Case Study
- Run Simulation on Multiple Parties, etc.
- Distribute exercise on Managing Difficult Negotiations
Week 11: Personality, Abilities and, Managing Impasses and Difficult Negotiations
  o Lecture
  o Case Study
  o Run exercises on Managing Difficult Negotiations
  o Distribute Simulation on Mediation and Arbitration

Week 12: Third Party Approaches to Managing Impasses and Difficult Negotiations
  o Lecture
  o Case Study
  o Run Simulation on Mediation and Arbitration
  o Distribute Simulation on Cross-Cultural Negotiation

Week 13: International and Cross-Cultural Negotiation
  o Quiz 4
  o Lecture
  o Run Simulation on Cross-Cultural Negotiation
  o Distribute Readings on Best Practices

Week 14: Best Practices in Negotiation
  o Lecture
  o Case Study
  o Final Personal Assessment Score Sheet
  o Personal Application Papers Due
  o MBA Simulation Due
  o MBA to Distribute Simulations

Week 15: Negotiation Closing
  o Run MBA Simulations
  o Review Personal Assessment Score Sheets
  o Discussion on Strengths and Weaknesses

Final Examination
Here are instructions for purchasing an ExpertNegotiator Planning & Management Software student license, which includes an online version of Martin Latz’s book, *Gain the Edge! Negotiating to Get What You Want*.

Registration Steps:

1. Go to [www.expertnegotiator.com](http://www.expertnegotiator.com) and click on the ACADEMIC log-in button
2. At the top of the page, click on the REGISTER tab
3. On the following pages, click ADD TO CART and then click CHECKOUT
4. Enter your personal info and the course registration code FFC9CE-932923 and click APPLY TO ORDER
5. On the same page, enter your credit card information and click REVIEW ORDER
6. If your order is correct, click SUBMIT ORDER
7. On the Order Complete page, click GO TO EXPERTNEGOTIATOR NOW
8. Review the Master Subscription Agreement and click CONTINUE

You are now registered and ready for class. There may not be any class information on the site until we start the first negotiation exercise. However, feel free to go to the ExpertAdvice tab and review the educational materials there.

You will also receive a subscription to ExpertNegotiator’s monthly negotiation column and, once the class ends, you can request an ExpertNegotiator individual account for the remainder of the year from when you purchased your student license.

If you have any questions about your registration, please call ExpertNegotiator at [1-888-363-4684](tel:1-888-363-4684) or email them at [help@expertnegotiator.com](mailto:help@expertnegotiator.com).

If you are copying and pasting the registration code, please make certain that there are no spaces before or after the code. Spaces will require you to have to contact us to place you into the class—Thank you.