



Commerce 2NG3 – Fall 2022

**Commerce 2NG3  
Negotiations  
Fall 2022 Course Outline  
Human Resources & Management Area  
DeGroote School of Business  
McMaster University**

***COURSE OBJECTIVES***

The purpose of this course is to provide students with foundational knowledge on the theories and practice of negotiation. Students will learn about themes such as the process and sub-processes of negotiations, strategies and tactics, conflict resolution, and the tenets to ethical bargaining. Embracing experiential learning, students will take part in case studies and exercises to deepen their knowledge of negotiations. Online lectures will be carried out online, whereas case discussions and exercises will be conducted in-class.

***INSTRUCTOR AND CONTACT INFORMATION***

**Dr. Shraddha Wilfred**

Instructor

[wilfres@mcmaster.ca](mailto:wilfres@mcmaster.ca)

Office Hours: Fridays 10.30 am to 11.30 pm

Register in advance for this meeting:

<https://mcmaster.zoom.us/meeting/register/tJ0sfuyvpjwqGdUqYOF1d-RwoVle3l3ZclBs>

Class Details:

Section	Teaching	Tutorial	TA
C02	Fridays at HH 109 4.30 pm to 6.20 pm	Thursdays at PGCLL M16 10.30 am to 11.20 am	Fil Vincent Diquit <a href="mailto:diquitf@mcmaster.ca">diquitf@mcmaster.ca</a>
C03	Fridays at CNH 104 8.30 am to 10.20 am	Thursdays at BSB B136 9.30 am to 10.20 am	Hiren Daiya <a href="mailto:daiyah@mcmaster.ca">daiyah@mcmaster.ca</a>
C06	Fridays at MDCL 1102 2.30 pm to 4.20 pm	Fridays at HH 302 10.30 am to 11.20 am	Hiren Daiya <a href="mailto:daiyah@mcmaster.ca">daiyah@mcmaster.ca</a>

***COURSE ELEMENTS***

Credit Value: 3

Leadership: Yes

IT skills: No

Global view: Yes

A2L: Yes

Ethics: Yes

Numeracy: No

Written skills: Yes



Participation: Yes	Innovation: No	Group work: Yes	Oral skills: Yes
Evidence-based: Yes	Experiential: Yes	Final Exam: Yes	Guest speaker(s): Yes

**COURSE DESCRIPTION**

This course will explore:

- The processes and sub-processes of negotiation, and how they relate to conflict and cooperation
- The art of formulating negotiation strategies and tactics
- How personality, emotions, and interpersonal relationship influence bargaining dynamics and outcomes
- The role of power and ethics in shaping negotiation dynamics and outcomes
- Differences between single party and multi-party negotiations
- Negotiations in a changing world that is increasingly virtual and multi-cultural

**COURSE MATERIALS AND READINGS**

Thompson, L. (2020). *The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition*. Upper Saddle River, NJ: Pearson Education, Inc.

**COURSE OVERVIEW AND ASSESSMENT**

Missed tests/exams will receive a grade of zero unless the student has submitted and been approved for a Notification of Absence or MSAF. Late assignments will be penalized 10% for each day they are late. Your final grade will be calculated as follows:



**COURSE DELIVERABLES**

**BREAKDOWN OF CLASS ACTIVITIES**

ACTIVITY	DELIVERY	DESCRIPTION	TOOL(S)
Lectures	Synch	In person	
Exercises / group discussions	Synch	Exercises and group discussions in-class	Provided by instructor in-class
Negotiation simulation	Synch	Mock negotiation simulation scheduled with Instructor and Teaching Assistant	In-class
Readings and videos	Asynch	Mandatory course readings and video content	Avenue to Learn

Evaluation	Week	Delivery	Value
Quiz #1	Week 4	Avenue to Learn	5 %
Quiz #2	Week 6	Avenue to Learn	5 %
Quiz #3	Week 8	Avenue to Learn	5 %
Quiz #4	Week 11	Avenue to Learn	5 %
Midterm Exam (Chapter 1,2,3,4,5,6)	Week 7	Avenue to Learn	15%
Final Exam (Chapter 7,8,9,10,11,12)	As per the University Schedule	Avenue to Learn	20%
Individual Negotiation Simulation	Week 3	In class/Tutorials	10%



Team Negotiation (Two Teams)	Commerce 2NG3 – Fall 2022 Week 9	In class/Tutorials	15%
Multiparty Negotiations (Three Teams)	Week 12	In class/Tutorials	20%
Total			100%

---

### ***COMMUNICATION AND FEEDBACK***

---

Students who wish to correspond with instructors or TAs directly via email must send messages that originate from their official McMaster University email account. This protects the confidentiality and sensitivity of information as well as confirms the identity of the student. Emails regarding course issues should NOT be sent to the Area Administrative Assistants. All students must receive feedback regarding their progress prior to the final date by which a student may cancel the course without failure by default.

---

### ***REQUESTING RELIEF FOR MISSED ACADEMIC WORK***

---

In the event of an absence for medical or other reasons, students should review and follow the Academic Regulation in the Undergraduate Calendar “Requests for Relief for Missed Academic Term Work” and the link below;

<http://ug.degroote.mcmaster.ca/forms-and-resources/missed-course-work-policy/>

---

### ***ACADEMIC INTEGRITY***

---

You are expected to exhibit honesty and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity. **It is your responsibility to understand what constitutes academic dishonesty.**

Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences, e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: “Grade of F assigned for academic dishonesty”), and/or suspension or expulsion from the university.

For information on the various types of academic dishonesty please refer to the [Academic Integrity Policy](https://secretariat.mcmaster.ca/university-policies-procedures-guidelines/), located at <https://secretariat.mcmaster.ca/university-policies-procedures-guidelines/>

The following illustrates only three forms of academic dishonesty:



## Commerce 2NG3 – Fall 2022

- plagiarism, e.g. the submission of work that is not one's own or for which other credit has been obtained.
- improper collaboration in group work.
- copying or using unauthorized aids in tests and examinations.

---

**AUTHENTICITY/PLAGIARISM DETECTION**

---

**Some courses may** use a web-based service (Turnitin.com) to reveal authenticity and ownership of

student submitted work. For courses using such software, students will be expected to submit their work electronically either directly to Turnitin.com or via an online learning platform (e.g. A2L, etc.) using plagiarism detection (a service supported by Turnitin.com) so it can be checked for academic dishonesty.

Students who do not wish their work to be submitted through the plagiarism detection software must inform the Instructor before the assignment is due. No penalty will be assigned to a student who does not submit work to the plagiarism detection software.

**All submitted work is subject to normal verification that standards of academic integrity have been upheld** (e.g., on-line search, other software, etc.). For more details about McMaster's use of Turnitin.com please go to [www.mcmaster.ca/academicintegrity](http://www.mcmaster.ca/academicintegrity).

---

**COURSES WITH AN ON-LINE ELEMENT**

---

**Some courses may** use on-line elements (e.g. e-mail, Avenue to Learn (A2L), LearnLink, web pages, capa, Moodle, ThinkingCap, etc.). Students should be aware that, when they access the electronic components of a course using these elements, private information such as first and last names, user names for the McMaster e-mail accounts, and program affiliation may become apparent to all other students in the same course.

The available information is dependent on the technology used. Continuation in a course that uses on-line elements will be deemed consent to this disclosure. If you have any questions or concerns about such disclosure please discuss this with the course instructor.

---

**ONLINE PROCTORING**

---

**Some courses may** use online proctoring software for tests and exams. This software may require students to turn on their video camera, present identification, monitor and record their computer activities, and/or lock/restrict their browser or other applications/software during tests or exams. This software may be required to be installed before the test/exam begins.



---

**CONDUCT EXPECTATIONS**

---

As a McMaster student, you have the right to experience, and the responsibility to demonstrate, respectful and dignified interactions within all of our living, learning and working communities. These expectations are described in the [Code of Student Rights & Responsibilities](#) (the “Code”). All

students share the responsibility of maintaining a positive environment for the academic and personal growth of all McMaster community members, **whether in person or online.**

It is essential that students be mindful of their interactions online, as the Code remains in effect in virtual learning environments. The Code applies to any interactions that adversely affect, disrupt, or interfere with reasonable participation in University activities. Student disruptions or behaviours that interfere with university functions on online platforms (e.g. use of Avenue 2 Learn, WebEx or Zoom for delivery), will be taken very seriously and will be investigated. Outcomes may include restriction or removal of the involved students’ access to these platforms.

---

**ACADEMIC ACCOMMODATION OF STUDENTS WITH DISABILITIES**

---

Students with disabilities who require academic accommodation must contact [Student Accessibility Services](#) (SAS) at 905-525-9140 ext. 28652 or [sas@mcmaster.ca](mailto:sas@mcmaster.ca) to make arrangements with a Program Coordinator. For further information, consult McMaster University’s [Academic Accommodation of Students with Disabilities](#) policy.

---

**ACADEMIC ACCOMMODATION FOR RELIGIOUS, INDIGENOUS OR SPIRITUAL OBSERVANCES (RISO)**

---

Students requiring academic accommodation based on religious, indigenous or spiritual observances should follow the procedures set out in the [RISO](#) policy. Students should submit their request to their Faculty Office **normally within 10 working days** of the beginning of term in which they anticipate a need for accommodation or to the Registrar's Office prior to their examinations. Students should also contact their instructors as soon as possible to make alternative arrangements for classes, assignments, and tests.

---

**COPYRIGHT AND RECORDING**

---

Students are advised that lectures, demonstrations, performances, and any other course material provided by an instructor include copyright protected works. The Copyright Act and copyright law protect every original literary, dramatic, musical and artistic work, **including lectures** by University instructors.



## Commerce 2NG3 – Fall 2022

The recording of lectures, tutorials, or other methods of instruction may occur during a course. Recording may be done by either the instructor for the purpose of authorized distribution, or by a student for the purpose of personal study. Students should be aware that their voice and/or image

may be recorded by others during the class. Please speak with the instructor if this is a concern for you.

---

***EXTREME CIRCUMSTANCES***

---

The University reserves the right to change the dates and deadlines for any or all courses in extreme circumstances (e.g., severe weather, labour disruptions, etc.). Changes will be communicated through regular McMaster communication channels, such as McMaster Daily News, A2L and/or McMaster email.

---

***RESEARCH USING HUMAN SUBJECTS***

---

All researchers conducting research that involves human participants, their records or their biological material are required to receive approval from one of McMaster's Research Ethics Boards before (a) they can recruit participants and (b) collect or access their data. Failure to comply with relevant policies is a research misconduct matter. Contact these boards for further information about your requirements and the application process.

McMaster Research Ethics Board (General board): <https://reo.mcmaster.ca/>

Hamilton Integrated Research Ethics Board (Medical board): <http://www.hireb.ca/>

---

***ACKNOWLEDGEMENT OF COURSE POLICIES***

---

Your enrolment in Commerce 2SO3 will be considered to be an implicit acknowledgement of the course policies outlined above, or of any other that may be announced during lecture and/or on A2L. **It is your responsibility to read this course outline, to familiarize yourself with the course policies and to act accordingly.**

Lack of awareness of the course policies **cannot be invoked** at any point during this course for failure to meet them. It is your responsibility to ask for clarification on any policies that you do not understand.



**Commerce 2SO3  
Negotiations  
Fall 2022 Course Schedule**

WEEK	DATE	ASSIGNMENT
<b>Session 1</b>  <i>Introduction to negotiation</i>	Week 1	<b>Readings:</b> Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i> . Upper Saddle River, NJ: Pearson Education, Inc. (Chapter 1)  <b>Exercise:</b> TBD  <b>Tutorial:</b> Nil
<b>Session 2</b>  <i>Preparing for negotiations</i>	Week 2	<b>Reading:</b> Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i> . Upper Saddle River, NJ: Pearson Education, Inc. (Chapter 2)  <b>Exercise:</b> TBD  <b>Tutorial:</b> Activity
<b>Session 3</b>  <i>Distributive Negotiations: Claiming Value</i>	Week 3	<b>Readings:</b> Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i> . Upper Saddle River, NJ: Pearson Education, Inc. (Chapter 3)  <b>Exercise:</b> TBD  <b>Tutorial:</b> Individual Simulation
<b>Session 4</b>  <i>Integrative Negotiations: Expanding the Pie</i>	Week 4	<b>Readings:</b> Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i> . Upper Saddle River, NJ: Pearson Education, Inc. (Chapter 4)  <b>Exercise:</b> TBD  <b>Tutorial:</b> Individual Simulation





<p><b>Session 5</b> <i>The role of personality and emotions</i></p>	<p>Week 5</p>	<p><b>Readings:</b> Commerce 2NG3 – Fall 2022 Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i>. Upper Saddle River, NJ: Pearson Education, Inc. (Chapters 5 and 6)</p> <p><b>Exercise:</b> TBD</p> <p><b>Tutorial:</b> Individual Simulation</p>
<p><b>Session 6</b></p>	<p><b>Week 6</b></p>	<p><b>Mid-term recess</b></p>
<p><b>Session 7</b></p>	<p><b>Week 7</b></p>	<p><b>Online midterm on Avenue to Learn during regularly scheduled class time.</b></p>
<p><b>Session 8</b> <i>The role of trust and relationships</i></p>	<p>Week 8</p>	<p><b>Readings:</b> Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i>. Upper Saddle River, NJ: Pearson Education, Inc. (Chapters 7)</p> <p><b>Exercise:</b> TBD</p> <p><b>Tutorial:</b> Team Simulation</p>
<p><b>Session 9</b> <i>Power, ethics, and negotiations</i></p>	<p>Week 9</p>	<p><b>Readings:</b> Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i>. Upper Saddle River, NJ: Pearson Education, Inc. (Chapter 8)</p> <p><b>Exercise:</b> TBD</p> <p><b>Tutorial:</b> Team Simulation</p>
<p><b>Session 10</b> <i>Solving problems in negotiations</i></p>	<p>Week 10</p>	<p><b>Readings:</b> Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i>. Upper Saddle River, NJ: Pearson Education, Inc. (Chapter 9)</p> <p><b>Exercise:</b> TBD</p> <p><b>Tutorial:</b> Team Simulation</p>



<p><b>Session 11</b> Multi-party negotiations</p>	<p>Week 11</p>	<p><b>Readings:</b> Commerce 2NG3 – Fall 2022 Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i>. Upper Saddle River, NJ: Pearson Education, Inc. (Chapter 10)</p> <p><b>Exercise:</b> TBD</p> <p><b>Tutorial:</b> Multi-Party Simulation</p>
<p><b>Session 12</b> Cross-cultural negotiations  Negotiating in a virtual world</p>	<p>Week 12</p>	<p><b>Readings:</b> Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i>. Upper Saddle River, NJ: Pearson Education, Inc. (Chapter 11)</p> <p><b>Exercise:</b> TBD</p> <p><b>Readings:</b> Thompson, L. (2020). <i>The Heart and Mind of the Negotiator, 7<sup>th</sup> Edition</i>. Upper Saddle River, NJ: Pearson Education, Inc. (Chapter 12)</p> <p><b>Exercise:</b> TBD</p> <p><b>Tutorial:</b> Multi-Party Simulation</p>
<p><b>Session 13</b></p>	<p>Week 13</p>	<p>Course Review for Final Exam / Simulations</p>