

Course Outline

Course Code	RSM 461 H1 S
Course Name	Managerial Negotiations
Term, Year	Winter, 2023
Course Meets	<ul style="list-style-type: none"> • Section L0101: Thursday 10am -1pm EST, OI4422 • Section L0201: Thursday 2-5 pm EST, OI4422 • Section L0301: Friday 10am-1pm EST, OI4422
Web page URL	https://q.utoronto.ca

**** Please note the course will meet only 8 times during the semester ****
***** Please review the detailed weekly schedule included in this course outline *****

Instructor Details

Name	Email	Office Hours	Virtual Office Link
Prof. Ryann Manning (she/her)	ryann.manning@rotman.utoronto.ca	By appointment using Calendly (link also on Quercus): https://calendly.com/professor-manning/office-hours-meeting	https://utoronto.zoom.us/j/86007192274 (Passcode: RSM461)

Course Scope, Mission and Learning Outcomes

We negotiate every day. We enter into negotiations with potential employers, coworkers, roommates, landlords, parents, bosses, merchants, service providers, and many others. Everything from determining the prices that we will pay, the sizes of our salaries, the movies we will watch, and who will clean the kitchen can be understood as a negotiation. Although negotiations are a ubiquitous part of our everyday lives, many of us know very little about the strategy and psychology of effective negotiations. Why do we sometimes get our way while other times we walk away feeling frustrated by our inability to achieve the agreement we desire?

Negotiation is the art and science of securing agreements between two or more parties. The purpose of this course is to understand the theory and processes of negotiation as it is practiced in a variety of settings. The course is designed to be relevant to a broad spectrum of negotiation problems that are faced by managers and professionals. It is also designed to complement the technical and diagnostic skills learned in other courses at Rotman. A basic premise of the course is that while a manager needs analytical skills to develop optimal solutions to problems, a broad array of negotiation skills is needed for these solutions to be accepted and implemented. Successful completion of this course will enable you to recognize, understand, and analyze essential concepts in negotiations, thus establishing the foundation for the more sophisticated skill sets that you would learn in advanced degree and MBA programs.

The course will be largely experiential, providing weekly opportunities to develop your skills by negotiating with your classmates. The negotiation exercises allow you to attempt strategies and tactics in a low-risk environment so that you can learn about yourself and how you respond in a range of different situations and contexts. The course is sequenced so that the knowledge gained can be applied and practiced cumulatively.

Outcomes - As a result of this course, I hope you will:

- Experience the negotiation process, learning how to evaluate the costs and benefits of alternative strategies.
- Understand more about the nature of negotiations and gain a broad intellectual understanding of the central concepts in negotiation.
- Develop confidence in the negotiation process as an effective means for resolving conflict in organizations.
- Improve your analytical abilities in understanding and predicting the behavior of individuals, groups, and organizations in competitive situations.
- Develop a toolkit of useful negotiation skills, strategies, and approaches.

Course Expectations – How can I succeed in this course?

- **Prepare vigorously:** Preparation provides perhaps the greatest advantage a negotiator can capitalize on when approaching a negotiation. In addition, your classmates expect you to be fully prepared for each negotiation exercise. Train yourself to make preparation habitual and vigorous. You will experience a variety of planning techniques and at times will plan as teams.
- **Take advantage of the exercises:** The course is built around a series of negotiation exercises. You will have the opportunity to negotiate in different settings, on different topics, and with different people. You are encouraged to experiment with alternative techniques in this safe environment.
- **Take advantage of the discussion:** An important part of class sessions will be the dialogue between you, your classmates, and your instructor after the negotiation. The instructor will introduce basic negotiation concepts and strategies and draw on the dynamics of group processes, allowing you to analyze your own strategies during negotiations. Often, the groups' negotiated agreements will be posted to facilitate discussions. This is a vital aspect of learning in this course, and I encourage you to interact with me and your classmates.
- **Read weekly text after class:** The readings are assigned to be read after the exercise. Please do not read ahead. I have selected readings to reinforce the learning points of the exercises, and you will best be able to benefit from the readings if you read them after the exercise. Further, foreknowledge of the concepts could prevent mistakes that are a critical part of the learning process. Reading assignments will be posted each week on Blackboard.

Learning During a Global Pandemic – A note on flexibility and compassion

While we are all eager to return to normal, the disruptions and difficulties of the past few years are likely to continue into 2023. Some of us have lost people close to us, or we remain separated from people we love. We are grieving—for people, places, and experiences that we miss. We are struggling—emotionally, financially, physically. We have experienced political and social tensions in our communities, and we may fear for ourselves or those we love. We have added responsibilities and unexpected daily challenges. We continue to live with uncertainty about what comes next.

We can't pretend these things won't affect our time together. Sometimes this course may not go as planned. Sometimes your work may fall short of your usual standards—because you're having a hard time, because there's a pandemic, because something unexpected happened. That's okay! I'm probably having a hard time too!

What we can do together is exercise compassion and flexibility. I have structured the course to allow flexibility. You need to attend the class sessions and participate in the negotiation exercises, because it's the only way to learn to negotiate—but I've built in some cushion so you can miss a session or two if you have to. (You will get the most out of class if you can participate in every session). I won't ask you to provide a reason or documentation to take advantage of this; I'll trust that you will try your hardest to come to class and complete the work, and if you can't, I'll trust that there was a good reason. I have also designed the assignments to allow for some flexibility.

In return, I ask you to be flexible. Things may change as the semester unfolds. And I ask you to be compassionate—toward your classmates, your TAs, and your instructors. We're all doing the best we can.

Course Prerequisites

Prerequisites: RSM260H1.

Course Materials

Required Readings

1. Materials for negotiation exercises, distributed weekly. These will have information specific to your assigned role, so you may *not* share them with other students.
2. Textbook: You will be responsible for 1-2 chapters of reading each week from the Lewicki text, to be read after class. Specific assignments will be announced each week. I will assign chapters based on the 4th Canadian edition of the textbook. If you have access to an older edition or to the US edition, the substance should be similar, but you are responsible for determining which chapters correspond to the assigned chapters.

Lewicki, R.J., Tasa, K., Barry, B. & Saunders, David M. (2020) *Essentials of Negotiation* (Canadian 4th Edition). Boston: McGraw Hill.

Electronic Course Materials

This course will be using negotiation exercises from a variety of publishers. To cover the cost of these exercises, your student account will be charged an ancillary fee of \$35. This is specified in the course listing. The use of these materials complies with all University of Toronto policies which govern fees for course materials.

Evaluation and Grades

Grades are a measure of the knowledge and skills developed by a student within individual courses. Each student will receive a grade on the basis of how well they have command of the course materials, skills and learning objectives of the course.

Coursework	Percentage of Grade	Due Date
Attendance and Participation	24%	Weekly
Self-Reflections	18%	Prompts posted each week after class. You need to submit 6 out of 7
Group Project proposal	5%	February 17, 2023
Group Project: Designing a Negotiation Exercise	18%	March 17, 2023
Final Reflection Paper	35%	April 3, 2023

Course Format and Expectations

Attendance and Participation (24% of final grade)

Attendance and participation are essential for your success this class. Every week in class, we will complete a role-played negotiation exercise, and your active participation in these exercises and in the subsequent discussion and debrief will be critically important for your learning and for that of your peers. As a result, you are expected to attend all classes punctually and to prepare and participate in every negotiation.

You should carefully consider whether you can make a commitment to attend class. I suggest you not take this class if you already know that you will miss two or more classes because of schedule conflicts.

Of course, we all know that life happens. You may get sick, have a family emergency, or have some unavoidable conflict. You will have to weigh the consequences of missing class against your other obligations. Whenever possible, I ask that you notify me in advance if you have to miss class, arrive late, or leave early; this will minimize the effect on your classmates by allowing me to plan for your absence when organizing the day's exercise.

Please DO NOT attend class if you are feeling sick (whether from COVID or another possibly infectious disease), or if you think you have been exposed. I take seriously our shared obligation to protect one another and reduce the spread of illness. If you have already missed 2 classes and are concerned about missing another class due to illness, please reach out to me to discuss your situation.

To get full credit for participation, you must:

- Attend our class every week.
 - ***In 2023, I will allow for 2 no-excuse absences, but I ask that you let me know in advance whenever possible if you know you will miss class. You will get the most out of the course if you attend every session.*
- Arrive on time to class and stay until the end.
- Carefully prepare for your role in the negotiation exercise.
- Actively participate in the negotiation exercise.
- Participate in the class discussion that follows each exercise.
- Submit your negotiation outcomes and learnings using the specified mode for that week (e.g., in class or via online poll).
- Complete and submit any other required in-class assignments.

This policy reflects the importance of the in-class negotiation exercises. You will learn about negotiations primarily by practicing your negotiation skills with your classmates, and your classmates in turn rely on your attendance for *their* educational experience.

Your participation in the negotiation exercises will be evaluated based on how carefully you prepared and how seriously you engaged in the negotiation exercises. Failing to carefully read your role information or to follow the negotiation ground rules (which we will discuss in class) will negatively affect your participation grade. Arriving late, leaving early, using distracting technology, or otherwise detracting from others' negotiation experiences will negatively affect your participation grade.

Your participation in class discussions will be evaluated based on the quality of your contributions, including:

- Thoughtful responses
- Listening closely and engaging with comments from other students
- Avoiding distraction and being present and engaged with class discussion
- Asking questions to clarify course material
- Making connections between readings and discussions
- Helping to move the class discussion forward
- Furthering the learning of your peers

A valuable contribution could involve asking questions that prompt the instructor to clarify complex material, offering comments in class that clarify issues pertaining to the material, or linking relevant concepts to current events or to course readings. Outstanding contributions are highly insightful and thoughtful comments that enrich the conversation, challenge the other students and instructor to think more deeply, and/or offer novel and creative perspectives about the issues at hand.

If you are concerned about the attendance policy or have any questions about how it might affect you, please set up an appointment and we can discuss your particular situation.

Weekly Self-Reflections (18% of final grade)

You are required to submit a short written reflection on the negotiation exercises we complete during class. These are due *after* the exercise is complete. This is an opportunity for you to analyze the negotiation and reflect on what happened, what worked or didn't work, and what you learned from the exercise. These weekly reflections will also help inform your final paper.

We will post 7 prompts during the semester, but you are only required to submit 6. If you submit all 7, we will drop the lowest grade. Each week's prompt will require you to address different questions and/or topics.

Please note, except in rare circumstances agreed in advance with the Professor, you will not be able to do a self-reflection for a week in which you miss class or do not complete the negotiation exercise.

Group Project / Designing a Negotiation Exercise (23% of final grade)

You will work in teams of 4-5 students to devise a multi-party negotiation exercise with role sheets and teacher's notes (including specific applications of negotiation concepts the game is designed to illuminate). These can be invented scenarios, or they can adapt real-world

negotiation scenarios, whether those you have encountered personally or something you pull from current or historical events. Instructions for this project will be circulated separately. A short proposal is worth 5% of your final grade. The final project is worth 18% of your final grade.

Final Reflection Paper (35% of final grade)

In the final written assignment, you will be asked to assess your personal strengths and weaknesses as a negotiator, record key lessons from the class material and exercises, and suggest avenues for improvement. Specific instructions will be circulated later in the term.

Writing Assignments or Presentations

All the assignments in this course are intended to help you develop your communication skills. How well you communicate your ideas, in writing or orally, will be considered in the evaluation of assignments. In your written assignments, you should aim for clarity, strong organization, concision, professionalism, and correct grammar. Your presentations should reflect strong planning and organization, clarity of speech, and an engaging demeanour. Sources, whether in written or presentation assignments, should always be correctly attributed.

Support is available through the RC Centre for Professional Skills (CPS) for students who would like help or feedback on their writing or speaking (presentations). CPS offers both individual and group appointments with trained writing instructors and presentation coaches who are familiar with the RC program and common types of business assignments. You can also access your college Writing Centres for help with written assignments.

You can [book an appointment with a writing or presentation coach](#) through the RC Centre for Professional Skills Writing Centre. For more information about writing centres, student supports, and study resources, see the [Writing and Presentation Coaching academic support page](#).

Team or Group Assignments

The group project requires students to work in teams of 4-5 students. Learning to work together in teams is a crucial transferrable skill you will use not only in your coursework, but also in your future careers. Support is available if you encounter common teamwork challenges such as:

- Team members feeling left out of the team.
- Team members not responding in a timely manner to communication.
- Division or quality of work among team members being unequal or unfair.

Consult the [Centre for Professional Skills Teamwork Resources page](#) for tips, strategies, and best practices. You can also [book an appointment with a teamwork mentor](#) through the RC Centre for Professional Skills Writing Centre. Teamwork mentors can help you resolve or mitigate conflict, strategize on planning, or improve team communication.

If you are a student registered with Accessibility Services, and extensions are one of your academic accommodations, consult with your Accessibility Advisor about the teamwork in this course.

Class Participation

Students are expected to prepare thoroughly and make every effort to attend every class. Details on how class participation will be evaluated as a graded component of the course are included above under the relevant section under Course Format and Expectations.

Missed Tests and Assignments (including mid-term and final-term assessments)

As noted earlier, I have structured the course this year to maximize flexibility. Many course requirements allow you to choose which weeks to submit, and/or allow you to miss 1-2 weeks without penalty and without excuse. Details are provided under the relevant section on Course Expectations above.

For the other assignments, students who miss an assignment for reasons beyond their control (e.g. illness or other unforeseen problem) may request special consideration. I will tend to give reasonable consideration whenever possible.

In such cases, students must:

1. Notify the instructor AND the Rotman Commerce Program Office **on the date** of the missed course deliverable, e.g. missed test, final assessments, assignment or class (in the case of participation marks).
2. Complete a [Request for Special Consideration Form](#) and submit it along with your Absence Declaration on [ACORN](#) (please read the instructions on how to use the Absence Declaration in ACORN) within **2 business days** of the originally scheduled course deliverable. Please email your documents to rotmancommerce.info@utoronto.ca

Students who do not provide this information will be given a grade of 0 (zero) for the missed course deliverable.

Students will be required to submit the missed assignment at a later date, or, at the discretion of the professor, to submit a makeup assignment if the original assignment is no longer feasible to submit.

Late Assignments

All assignments are due on the date and at the time specified in Quercus. If there is flexibility around the due date, I will communicate that in class. In the interest of equity, if I give an extension on an assignment, I will tend to do so for the entire class, and will communicate that in advance via Quercus.

Students who, for reasons beyond their control, are unable to submit an assignment by its deadline must obtain approval from the instructor for an extension. Supporting documentation may be required as per the policy on missed tests and assignments.

If an assignment is submitted late without an extension, grades will normally be reduced by 5 percentage points (e.g., from a 75% to a 70%) if the assignment is not received by the specified time, and by an additional 5% points for each additional day late.

I reserve the right to refuse to grade any assignment that is more than one week late, in which case a grade of 0% will be assigned for that part of the course grade. Please contact me to discuss your options if you feel you will be unable to submit within a week of the due date.

Statement on Equity, Diversity and Inclusion

The University of Toronto is committed to equity, human rights and respect for diversity. All members of the learning environment in this course should strive to create an atmosphere of mutual respect where all members of our community can express themselves, engage

with each other, and respect one another's differences. U of T does not condone discrimination or harassment against any persons or communities.

Commitment to Accessibility

The University is committed to inclusivity and accessibility, and strives to provide support for, and facilitate the accommodation of, individuals with disabilities so that all may share the same level of access to opportunities and activities offered at the University.

If you require accommodations for a temporary or ongoing disability or health concern, or have any accessibility concerns about the course, the classroom or course materials, please [email Accessibility Services](#) or [visit the Accessibility Services website for more information](#) as soon as possible. Obtaining your accommodation letter may take up to several weeks, so get in touch with them as soon as possible. If you have general questions or concerns about the accessibility of this course, you are encouraged to reach out to your instructor, course coordinator, or Accessibility Services.

Academic Integrity

Academic Integrity is a fundamental value essential to the pursuit of learning and scholarship at the University of Toronto. Participating honestly, respectfully, responsibly, and fairly in this academic community ensures that the U of T degree that you earn will continue to be valued and respected as a true signifier of a student's individual work and academic achievement. As a result, the University treats cases of academic misconduct very seriously.

[The University of Toronto's Code of Behaviour on Academic Matters](#) outlines the behaviours that constitute academic misconduct, the process for addressing academic offences and the penalties that may be imposed. You are expected to be familiar with the contents of this document. Potential offences include, but are not limited to:

In papers and assignments

- Using someone else's ideas or words without appropriate acknowledgement.
- Submitting your own work in more than one course without the permission of the instructor.
- Making up sources or facts.
- Obtaining or providing unauthorized assistance on any assignment (this includes collaborating with others on assignments that are supposed to be completed individually).

On test and exams

- Using or possessing any unauthorized aid, including a cell phone.
- Looking at someone else's answers.
- Misrepresenting your identity.
- Submitting an altered test for re-grading.

Misrepresentation

- Falsifying institutional documents or grades.
- Falsifying or altering any documentation required by the University, including (but not limited to) medical notes.

All suspected cases of academic dishonesty will be investigated by the procedures outlined in the *Code of Behaviour on Academic Matters*. If you have any question about what is or is not

permitted in the course, please do not hesitate to contact the course instructor. If you have any questions about appropriate research and citation methods, you are expected to seek out additional information from the instructor or other U of T or RC resources such as the RC Centre for Professional Skills, the College Writing Centres or the Academic Success Centre.

Email

At times, the course instructor may decide to communicate important course information by email. As such, all U of T students are required to have a valid UTmail+ email address. You are responsible for ensuring that your UTmail+ email address is set up and properly entered on ACORN. For more information visit the [Information Commons Help Desk](#).

Forwarding your utoronto.ca email to a Gmail or other type of email account is not advisable. In some cases, messages from utoronto.ca addresses sent to Gmail accounts are filtered as junk mail, which means that important messages from your course instructor may end up in your spam or junk mail folder.

Recording Lectures

Lectures and course materials prepared by the instructor are considered by the University to be an instructor's intellectual property covered by the Canadian Copyright Act. Students wishing to record a lecture or other course material in any way are required to ask the instructor's explicit permission, and may not do so unless permission is granted. Students who have been previously granted permission to record lectures as an accommodation for a disability are excepted. This includes tape recording, filming, photographing PowerPoint slides, Quercus materials, etc.

If permission for recording is granted by the instructor (or via Accessibility Services), it is intended for the individual student's own study purposes and does not include permission to "publish" them in any way. It is forbidden for a student to publish an instructor's notes to a website or sell them in any other form without formal permission.

Weekly Schedule

Session	Thursday Sections	Friday Section	Topic	Assignments
1	12-Jan	13-Jan	Introduction to Negotiation and Distributive Bargaining	Intro survey & Self-reflection #1
No class	19-Jan	20-Jan		
2	26-Jan	27-Jan	Integrative Bargaining	Self-reflection #2
3	02-Feb	03-Feb	Integrative Bargaining and Negotiation Preparation	Self-reflection #3
4	9-Feb	10-Feb	Ethics in Negotiation	Self-reflection #4
No class	16-Feb	17-Feb		Group project proposal due February 17
No class	23-Feb	24-Feb	Reading Week	
5	02-Mar	03-Mar	Negotiating across Different Formats	Self-reflection #5
6	9-Mar	10-Mar	Negotiating in Teams	Self-reflection #6
No class	16-Mar	17-Mar		Group projects due March 17
7	23-Mar	24-Mar	Multi-Party Negotiations	Self-reflection #7 (optional)
8	30-Mar	31-Mar	Uncovering Interests and Building Trust	No self-reflection
No class	06-Apr	07-Apr		

Please note that the last day you can drop this course without academic penalty is March 19, 2023.

Other Useful Links

- [Become a volunteer note taker](#)
- [Accessibility Services Note Taking Support](#)
- [Credit / No-Credit in RSM courses](#)
- [Rotman Commerce Academic Support](#)

URL links for print

- Request for Special Consideration Form: <https://rotmancommerce.utoronto.ca/current-students/forms-requests-and-appeals/forms/>
- ACORN: <http://www.acorn.utoronto.ca/>
- Email Accessibility Services: accessibility.services@utoronto.ca
- Accessibility Services website: <http://studentlife.utoronto.ca/as>
- University's Plagiarism Detection Tool FAQ: <https://uoft.me/pdt-faq>
- The University of Toronto's Code of Behaviour on Academic Matters: <http://www.governingcouncil.utoronto.ca/policies/behaveac.htm>
- Information Commons Help Desk: <http://help.ic.utoronto.ca/category/3/utmail.html>
- Become a volunteer note taker: <https://studentlife.utoronto.ca/program/volunteer-note-taking/>
- Accessibility Services Note Taking Support: <https://studentlife.utoronto.ca/service/note-taking-support/>
- Credit / No-Credit in RSM courses: <https://rotmancommerce.utoronto.ca/current-students/degree-requirements/credit-no-credit-option/>
- Rotman Commerce Academic Support: <https://rotmancommerce.utoronto.ca/current-students/academic-support/>
- Book an appointment with a writing or presentation coach: <http://uoft.me/writingcentres>
- Writing and Presentation Coaching academic support page: <https://rotmancommerce.utoronto.ca/current-students/academic-support/writing-and-presentation-coaching/>
- Centre for Professional Skills Teamwork Resources page: <https://rotmancommerce.utoronto.ca/teamwork-resources>
- Book an appointment with a Teamwork Mentor: <http://uoft.me/writingcentres>