

Philadelphia University	 PHILADELPHIA UNIVERSITY <small>THE WAY TO THE FUTURE</small>	Approved Date: 18/9/2024
Faculty: Business		Issue: 1
Department: Business Administration		Credit Hours: 3 hours
Academic Year: 2024/2025		Degree: Bachelor

Course Information

Course No.	Course Title	Prerequisite
0330335	Negotiation And Conflict Resolution Skills	60 hours
Course Type		Class Time
<input type="checkbox"/> Univirsity Requirement <input type="checkbox"/> Fucilty Requirement <input type="checkbox"/> Major Requirement <input type="checkbox"/> Elective <input checked="" type="checkbox"/> Compulsory		12:40-13:30 Sunday , Tusday
Course Level*		Hours No.*
<input type="checkbox"/> 6 th <input checked="" type="checkbox"/> 7 th <input type="checkbox"/> 8 th <input type="checkbox"/> 9 th		94

Instructure Information

Name	Office No.	Phone No.	Office Hours	E-mail
Dr. Shadi Altahat	32418	2251	Saturday – Tuseday 09:30-1400	saltahat@philadelphia.edu.jo

Course Delivery Method

<input checked="" type="checkbox"/> Blended	<input type="checkbox"/> Online	<input type="checkbox"/> Physical
Learning Model		
Percentage	Synchronous	Asynchronous
	-----	30%
		70%

Course Description

Negotiation and Conflict resolution skills are essential for forging and stewarding successful relationships between people, communities, and organizations. prepares students to analyze the root causes and dynamics of conflict and to transform disputes through reasoned and resourceful interventions. the course content includes but is not limited to the following topics, the nature of conflict, differing conflict resolution methods, employment relations contexts affecting conflict resolution methods, advocacy and research techniques, the nature of negotiation, negotiation, strategy, tactics and power, negotiation phases and communication and Behavioural dimensions of negotiation.

Course Learning Outcomes

Number	Outcome	Corresponding Program Outcomes
Knowledge		
K1	Understanding and Explain the concepts of negotiations and the nature and sources of conflict in organisations and workplaces.	Kp1
K2	Describe the features of resolution methods including mediation, negotiation, advocacy and other alternatives.	Kp2
K3	Applying entrepreneurial business practices and theories that will help build the organization's negotiations strategic plans.	Kp4
Skills		
S1	Communicating effectively and efficiently in negotiation and develop the strategy formulation, planning and research skills required for mediation, negotiation and advocacy.	Sp1
S2	Using critical thinking skills in making administrative decisions and solving problems and issues of individuals, work and society	Sp3
Competencies		
C1	Formulate and Develop strategies and tactics to undertake both on, multiparty and also team-based negotiation processes..	Cp1

Learning Resources

Course Textbook	<ul style="list-style-type: none"> The Mind and Heart of the Negotiator. Pearson . Seventh Edition, Global Edition.(2022). Leigh L. Thompson
Supporting References	<ul style="list-style-type: none"> Negotiation: Moving From Conflict to Agreement. Kevin W. Rockmann, Claus W. Langfred, Matthew A. Cronin.(2020) Negotiation and Dispute Resolution. Beverly DeMarr and Suzanne De Janasz. Pearson .(2014) The negotiation book : your definitive guide to successful negotiating. Steve Gates.(2016) Resolving conflicts at work : a complete guide for everyone on the job. Kenneth Cloke (Author) Joan Goldsmith Conduct effective negotiations: how to get the deal you want. Patrick Forsyth.(2001)
Supporting Websites	www.ebsco.com http://library.philadelphia.edu.jo/ST_EN.htm https://bit.ly/3vbIsIH (APA7 Referencing)
Teaching Environment	<input checked="" type="checkbox"/> Classroom <input type="checkbox"/> laboratory <input type="checkbox"/> Learning Platform <input type="checkbox"/> Other

Meetings and Subjects Time Table

Week	Topic	Learning Method*	Task	Learning Material
1	<ul style="list-style-type: none"> Course introduction 	<ul style="list-style-type: none"> Orientation 	<ul style="list-style-type: none"> Introduce the instructor Meet students Class ground rules Syllabus introduction 	<ul style="list-style-type: none"> Syllabus
2	<ul style="list-style-type: none"> Introduction To Negotiation What is negotiation? Three basic types of negotiation. 	<ul style="list-style-type: none"> Lecture Collaborative learning Problem solving based learning 	<ul style="list-style-type: none"> Read chapter Discussions Mind mapping and Brainstorming 	<ul style="list-style-type: none"> Chapter 1
3	<ul style="list-style-type: none"> Negotiation: The Mind and the Heart Types of negotiation Negotiation as a Core Management Competency 	<ul style="list-style-type: none"> Lecture Collaborative learning Problem solving based learning 	<ul style="list-style-type: none"> Read chapter Discussions Mind mapping and Brainstorming 	<ul style="list-style-type: none"> Chapter 1
4	<ul style="list-style-type: none"> Negotiation Traps Becoming an Effective Negotiator Debunking Negotiation Myths 	<ul style="list-style-type: none"> Lecture Collaborative learning Problem solving based learning 	<ul style="list-style-type: none"> Read chapter Discussions Mind mapping and Brainstorming 	<ul style="list-style-type: none"> Chapter 1
5	<ul style="list-style-type: none"> The Fixed-Pie Perception Mixed-Motive Decision-Making: A More Effective and Accurate Model Self-Assessment Self-Assessment: <i>What is My BATNA?</i> 	<ul style="list-style-type: none"> Lecture Collaborative learning 	<ul style="list-style-type: none"> Read chapter Discussion Video Homework 1 	<ul style="list-style-type: none"> Chapter 2 Preparation: What to Do Before Negotiation
6	<ul style="list-style-type: none"> Self-Assessment: <i>What is My Reservation Point?</i> Determine your reservation price based on facts. Self-Assessment: <i>Setting Up the Negotiation</i> Perspective Taking Situational Awareness 	<ul style="list-style-type: none"> Lecture Collaborative learning 	<ul style="list-style-type: none"> Read chapter Discussion Video Quiz 1 	<ul style="list-style-type: none"> Chapter 2 Preparation: What to Do Before Negotiation
7	<ul style="list-style-type: none"> The Bargaining Zone The Bargaining Zone; <i>Positive</i> The Bargaining Zone: <i>Negative</i> The Bargaining Zone: <i>Negotiator's Surplus</i> 	<ul style="list-style-type: none"> Lecture Collaborative learning 	<ul style="list-style-type: none"> Read chapter Discussion Mind mapping and Brainstorming 	<ul style="list-style-type: none"> Chapter 3 Distributive Negotiation: Claiming Value

	<ul style="list-style-type: none"> • Value-Claiming Strategies • Accurately assess your BATNA • 			
8.a	<ul style="list-style-type: none"> • Unpack your multiple alternatives • Improve your BATNA • First Offers • Three reasons why. First 	<ul style="list-style-type: none"> • Lecture • Collaborative learning 	<ul style="list-style-type: none"> • Read chapter • Discussion • Mind mapping and Brainstorming 	<ul style="list-style-type: none"> • Chapter 3 • Distributive Negotiation: Claiming Value
8.b	<ul style="list-style-type: none"> • Mid term Exam 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
9	<ul style="list-style-type: none"> • Three circumstances in which it's risky to make the first move • First Offers – <i>Symmetric Information</i> • First Offers – <i>Asymmetric</i> • First Offers – <i>Anchoring Effect</i> • First Offers – <i>Range Offers</i> • First Offers – <i>Early vs. Late First Offers</i> 	<ul style="list-style-type: none"> • Lecture • Collaborative learning 	<ul style="list-style-type: none"> • Read chapter • Discussion • Mind mapping and Brainstorming 	<ul style="list-style-type: none"> • Chapter 3 • Distributive Negotiation: Claiming Value
10	<ul style="list-style-type: none"> • Concessions • Substantiation • Final Offers 	<ul style="list-style-type: none"> • Problem solving based learning • Lecture • Collaborative learning 	<ul style="list-style-type: none"> • Read chapter • Discussion 	<ul style="list-style-type: none"> • Chapter 3 • Distributive Negotiation: Claiming Value
11	<ul style="list-style-type: none"> • Individual Differences • Individual Differences – <i>Implicit Theories</i> • Individual Differences – <i>Psychopathic Traits</i> • Individual Differences – <i>Dyadic Interaction</i> 	<ul style="list-style-type: none"> • Lecture • Collaborative learning • Problem solving based learning 	<ul style="list-style-type: none"> • Read chapter • Discussion • Mind mapping and Brainstorming 	<ul style="list-style-type: none"> • Chapter 5 • Understanding Personality & Motivation. • Part Two Negotiation Skills
12	<ul style="list-style-type: none"> • Individual Differences – <i>Attachment Style</i> • Motivational Orientation • Gender & Negotiation – 	<ul style="list-style-type: none"> • Lecture • Collaborative learning • Problem solving based learning 	<ul style="list-style-type: none"> • Read chapter • Discussion • Mind mapping and Brainstorming • Homework 2 Cours in (Integrating communication and connection skills) 	<ul style="list-style-type: none"> • Chapter 5 • Understanding Personality & Motivation. • Part Two Negotiation Skills
13	<ul style="list-style-type: none"> • Emotions • Emotions – <i>Genuine vs. Strategic Emotion</i> • Emotions – <i>Anger</i> • Emotions – 	<ul style="list-style-type: none"> • Lecture • Collaborative learning 	<ul style="list-style-type: none"> • Read chapter • Group Discussion • One minute paper 	<ul style="list-style-type: none"> • Chapter 6 • Managing Emotions & Contentious Behavior

	<i>Disappointment</i> <ul style="list-style-type: none"> • Emotions – Sadness & Sympathy • Emotions – Ambivalence • Emotions – Positive Emotion • Emotions – Managing Emotions • 		<ul style="list-style-type: none"> • Presentation • Role-playing strategy Assessment 	
14	<ul style="list-style-type: none"> • Disputes • Disputes – Interests, Rights, and Power Model • Disputes – Interests, Rights, and Power Model: Strategic Issues Concerning Approaches • 	<ul style="list-style-type: none"> • Lecture • Collaborative learning • Problem solving based learning 	<ul style="list-style-type: none"> • Read chapter • Discussion 	<ul style="list-style-type: none"> • Chapter 6 • Managing Emotions & Contentious Behavior
15	<ul style="list-style-type: none"> • Social Dilemmas • Social Dilemmas – The Prisoner’s Dilemma 	<ul style="list-style-type: none"> • Lecture • Collaborative learning • Problem solving based learning 	<ul style="list-style-type: none"> • Read chapter • Discussion 	<ul style="list-style-type: none"> • Chapter 6 • Managing Emotions & Contentious Behavior
16	Final Exam			

*Includes: lecture, flipped Class, project based learning, problem solving based learning, collaboration learning.

Course Contributing to Learner Skill Development

Using Technology
<ul style="list-style-type: none"> • Students will use several offline software (i.e Microsoft Office) or online software (i.e Prezi and Google Slides) to deliver their presentations. • Students will use the internet search engines to capture needed data and information to perform their assignments. • Students will use the electronic email for submitting the required documents.
Communication Skills
<ul style="list-style-type: none"> • Students will develop their verbal and nonverbal communication skills by participating in classroom activities, group work, and presentations. • Students will use creative and critical thinking while participating in classroom discussions, solving issues, and performing various assignments.
Application of Concept Learnt
Students will reflect on the acquired knowledge of “Negotiation And Conflict Resolution Skills” concepts, principles, and models using andragogy (Adult learning theory)(i.e Experiential and project-based learning).

Assessment Methods and Grade Distribution

Assessment Methods	Grade	Assessment Time and Details (Week No.)	Course Outcomes to be Assessed
Mid Term Exam	% 30	8 th week	K1, K2,
Term Works*	% 30	10% presentation	K1,K2,K3, S1, S2, C1
		Role play	
		5% Homework1 5% Homework 2	
		10% Quiz	
Final Exam	% 40	16 th week	K2, K3, S1,S2
Total	%100		

* Include: quizzes, in-class and out of class assignment, presentations, reports, videotaped assignment, group or individual project.

Alignment of Course Outcomes with Learning and Assessment Methods

Number	Learning Outcomes	Learning Method*	Assessment Method**
Knowledge			
K1	Understanding and Explain the concepts of negotiations and the nature and sources of conflict in organisations and workplaces.	<ul style="list-style-type: none"> • Lecture • Collaborative learning • Problem solving based learning 	<ul style="list-style-type: none"> • Exam • In-class Activities
K2	Describe the features of resolution methods including mediation, negotiation, advocacy and other alternatives.	<ul style="list-style-type: none"> • Lecture • Collaborative learning • Problem solving based learning 	<ul style="list-style-type: none"> • Exam • In-class Activities
K3	Applying entrepreneurial business practices and theories that will help build the organization's negotiations strategic plans.	<ul style="list-style-type: none"> • Lecture • Collaborative learning • Problem solving based learning 	<ul style="list-style-type: none"> • Exam • In-class Activities
Skills			
S1	Communicating effectively and efficiently in negotiation and develop the strategy formulation, planning and research skills required for mediation, negotiation and	<ul style="list-style-type: none"> • Collaborative learning • Project based learning 	<ul style="list-style-type: none"> • Exam • In-class activities • Presentation

	advocacy.		<ul style="list-style-type: none"> • Role play • Group Assignment
S2	Using critical thinking skills in making administrative decisions and solving problems and issues of individuals, work and society	<ul style="list-style-type: none"> • Collaborative learning • Problem solving based learning. 	<ul style="list-style-type: none"> • In-class activities • Individual and group assignment
Competencies			
C1	Formulate and Develop strategies and tactics to undertake both on, multiparty and also team-based negotiation processes..	<ul style="list-style-type: none"> • Flipped class • Project based learning 	<ul style="list-style-type: none"> • In-class activities • Role play • Group Assignment

*Include: lecture, flipped class, project based learning, problem solving based learning, collaboration learning.

** Include: quizzes, in-class and out of class assignments, presentations, reports, videotaped assignments, group or individual projects.

Course Policies

Policy	Policy Requirements
Passing Grade	The minimum pass for the course is (50%) and the minimum final mark is (35%).
Missing Exams	<ul style="list-style-type: none"> • Anyone absent from a declared semester exam without a sick or compulsive excuse accepted by the dean of the college that proposes the course, a zero mark shall be placed on that exam and calculated in his/her final mark. • Anyone absent from a declared semester exam with a sick or compulsive excuse accepted by the dean of the college that proposes the course must submit proof of his/her excuse within a week from the date of the excuse's disappearance, and in this case, the subject teacher must hold a compensation exam for the student. • Anyone absent from a final exam with a sick excuse or a compulsive excuse accepted by the dean of the college that proposes the material must submit proof of his/her excuse within three days from the date of holding that exam.
Attendance	The student is not allowed to be absent more than (15%) of the total hours prescribed for the course, which equates to six lecture days (n t) and seven lectures (days). If the student misses more than (15%) of the total hours prescribed for the course without a satisfactory or compulsive excuse accepted by the dean of the faculty, he is prohibited from taking the final exam and his/her result in that subject is considered (zero), but if the absence is due to illness or a compulsive excuse accepted by the dean of the college that The article is introduced, it is considered withdrawn from that article, and the provisions of withdrawal shall apply to it.
Academic Integrity	Philadelphia University pays special attention to the issue of academic integrity, and the penalties stipulated in the university's instructions are applied to those who are proven to have committed an act that violates academic integrity, such as cheating, plagiarism (academic theft), collusion, intellectual property rights.

Program Learning Outcomes to be Assessed in this Course

Number	Learning Outcome	Course Title	Assessment Method	Targeted Performance level
Sp3	Using critical thinking skills in making administrative decisions and solving problems and issues of individuals, work and society	Negotiation And Conflict Resolution Skills	Role play	60 % of students get a grade of 7 or above.

Description of Program learning Outcomes Assessment Method

Number	Detailed Description of Assessment
Sp3	<ul style="list-style-type: none">• Role play in the 13th week of the chapter includes a problem facing a business organization and how to reach an appropriate solution to that problem

Assessment Rubric of the Program Learning Outcomes

Sp3: Role play is a type of interactive activity where individuals take on specific roles or characters, often to explore different scenarios or practice specific skills. It can be used for a variety of purposes, such as education, therapy, team-building exercises, or simply for fun and entertainment

