COURSE OVERVIEW
For most of us, our days are filled with negotiation and conflict. They range from low stakes disputes about meeting schedules to high stakes clashes about strategic direction, and from casual debates to formal boardroom contractual agreements. Effective negotiators get the most out of disputes, not just in terms of the instrumental value they carry away, but also in terms of the relationships and reputations they leave behind. Virtually everyone could stand to improve their negotiation skills and, fortunately, virtually everyone can develop in this area.

This course aims to help students improve their skills in two fundamental ways. One is knowledge-oriented: students learn frameworks and concepts for analyzing conflict. Students acquire terms and models for identifying the type of conflict that exists in a situation and the potential costs and benefits of different strategies and tactics. Based on this, students should be able to interpret situations, plan tactics, and recognize and react to their counterpart’s behavior. A second and complementary route to improving as a negotiator is practice-oriented: students complement their analytical tools with behavioral skills. Negotiation and conflict ultimately come down to behaviors—how a manager opens a potentially volatile conversation, how a mediator uncovers information, how a negotiator frames an offer or a concession. Practicing these behaviors, and understanding how other parties perceive and react to them, is essential to improving as a negotiator. The course provides continuing opportunities for hands-on practice and also provides feedback, discussion, and occasions for reflection.

Through role-play exercises, lecture, reading, and discussion, the course begins with basic dynamics in negotiation and adds complexity in stages, including multiple issues, multiple parties, mediation, agents, and coalitions. Some exercises involve numerical analyses, others revolve around qualitative conflicts. By the end of the course, students should be able to comfortably and confidently approach most any conflict or negotiation: analyzing its nature, understanding their own objectives, and plotting an approach that will give them the best shot at achieving their goals.

CONNECTION TO THE CORE
This course is related to a wide range of topics that are important for developing professionals. In Columbia Business School’s core course sequence, it is perhaps most directly linked to the core leadership course, Lead: People, Teams, Organizations, where students will have received an overview of the topic and enacted a roleplay negotiation. This course dives deeper, focusing in steps on different negotiation dynamics and ultimately addressing even more complex issues. Managerial Negotiations also deals with behavior in competitive contexts and markets, touching on topics dealt with in the Strategy Formulation and Managerial Economics core courses, and with behavior related to persuasive communication and selling, touching on topics dealt with in the Marketing core course.
This course is also connected to the core by embracing the norms of the **Columbia Core Culture**. Students are expected to be:

- **Present**: Be on time and present for every session (attendance will be tracked)
- **Prepared**: Complete pre-work as needed and be prepared for cold calling
- **Participating**: Constructive participation is expected and part of grade (no electronic devices unless explicitly called for by the instructor)

**COURSE FORMAT**

This is a highly interactive course. It is premised on a basic assumption that understanding and appreciation of negotiations are best achieved via hands-on experiences in combination with lecture, discussion, reading, and reflection on the underlying concepts of negotiation. There will be one or more role-play exercises in nearly every class period. These exercises have been selected to help illustrate points in readings and lectures and to motivate further reflection and reading. These exercises will put you in new, and potentially uncomfortable, situations, but within the relatively safe environment of the classroom. In these exercises, you are urged to try out new and creative behaviors and tactics that have suggested themselves to you from your own reading and reflection.

**ATTENDANCE**

Because this course is so experiential, attendance at class sessions is essential to getting learning value from the course. Further, because most class sessions involve pairs or groups of students working together, absences have the potential to undermine classmates’ experience. Thus, **attendance is required for all class sessions**. Absences will carry a considerable grade penalty. Those missing a single session (except for extraordinary circumstances, such as a medical or family emergency) will not be eligible for the highest grade in the course (an ‘H’). Those missing multiple sessions may not earn a passing grade.

Students should provide advance notice regarding any absences through the online attendance report (see link on the course’s Canvas homepage or go to [LINK]). **Any absences not reported through this website will receive a severe grade penalty.**

**READINGS**

Readings will be drawn from several books. Students should purchase the three books noted below and read them as noted in the syllabus to get further insight into the topics the course covers:

  [NOTE: this is not the same as Lewicki, Saunders, and Barry’s volume, *Negotiation*]

Additional readings will be provided in a reader and/or on the course website.
ASSIGNMENTS AND COURSE REQUIREMENTS
Three components make up your grade: 1) required participation, 2) menu assignments, and 3) a real world negotiation exercise. The second-to-last page of this syllabus provides a summary table of assignments.

» Required participation: 30% of grade

Participation includes several components:

- Attendance at all class sessions (see notes above on Attendance)
- Active, substantive involvement in simulations (see Roleplay Ground Rules below)
- Engagement, discussion, and comments in class (quality is more important than quantity)
- Timely completion of the online assessments and post negotiation surveys
- Timely completion of the email negotiation
- Advance case preparation for Sessions 4 and 11

» Menu assignments: 20% of grade

To give students some flexibility in managing their workloads and tailoring their learning experience to their interests, five assignments are offered as a menu. To earn the highest grade in the course (an ‘H’), students must earn full credit for all of these assignments. To pass the course, students must earn full credit for at least one of these assignments. These assignments will be described in greater detail as the course goes along.

- Historical negotiation analysis
- Reading reflection
- Video analysis
- Negotiation coaching exercise

» Class presentations: 20% of grade

In order to make the most of the rich and diverse experience in the class room, students will share their thoughts and experience with their peers via two short presentations, one in the middle of the semester, and one at the end of the semester. The presentations will be short, and students who prefer not to present in front of the class will be able to substitute the presentation with a written paper.

» "Go Get a Deal” Negotiation Report: 30% of grade

To encourage you to think about the many everyday opportunities you have to negotiate, and to improve your negotiation skills further, you are asked to go out and negotiate a deal. You must engage in a negotiation for a good or service and submit a written report. There are three rules for this assignment:

1. You must negotiate at least some portion of it in person (i.e. face to face). You may not conduct the entire negotiation over the phone or email.
2. You may not tell the person you are negotiating with that this is for a class project until the negotiation is complete (after which you can decide whether or not you want to tell them this).

3. You must follow through with the transaction if the other party meets your target price (i.e. you must negotiate “in good faith”).

For the assignment, you will submit an analysis of the negotiation that includes two sections: a planning section and a post-negotiation analysis. The planning section should include your aspiration point, your reservation price, your BATNA, and your planned negotiation strategy (efforts to shape the process, to improve your BATNA, your planned persuasive moves, power moves, rapport-building moves, concession pattern, etc.). The post negotiation analysis should describe the events of the negotiation and your assessment of the negotiation outcome, your perception of the strategies you used successfully and unsuccessfully, your assessment of the strategies used by your counterparty, what you learned from the negotiation, and what you would do differently in the future. The final paper should be 1000-1200 words.

You will be graded on: 1) the thoroughness of your negotiation preparation, 2) the quality of your negotiation strategy (appropriateness and intention), and 3) the rigor of your post-negotiation analysis.
ROLEPLAY GROUND RULES
Having a constructive learning environment is essential to this course’s effectiveness. Everyone plays a part in this. Here are some ground rules for our roleplay exercises:

1. You are expected to be on time for class meetings and, when applicable, to arrive prepared for in-class negotiation exercises.

2. You should not show your confidential role instructions to other parties during a negotiation, nor should you directly read them aloud. At your discretion, you can choose to speak about your interests to the other side. Once the negotiation is complete, you should still keep your instructions private, unless instructed otherwise. We will debrief most of our cases collectively in class.

3. Feel free to “ad lib” in these exercises to provide rationales and explanations for your character’s preferences—say things you think the character would say. That said, you should adopt the given payoff tables as reflecting your preferences. You should not make up facts that materially change the power distribution of the exercise.

4. The exercises are an opportunity to experiment. Unusual tactics (or at least ones that are different for you) add variety and can benefit the group discussion. However, steer clear of anything that verges on physical intimidation, sexual harassment, or personal abuse.

EXERCISES, RECORDS, AND RESEARCH
Because I want to encourage experimentation, I do not grade based on your negotiation outcomes. Yet I do carefully record the outcomes and, for some exercises, your answers to questions in the exercise materials. Sometimes I will show the overall patterns in this data to demonstrate points about negotiation principles. The data are also used in a continual process of refining exercises and developing new ones. Just as prior students have contributed to your learning experience by contributing this data, you will be contributing to future classes by answering questions about your outcome and tactics in the course of the exercises. Identifying information is removed from the datasets after the term ends, so the records become anonymous at this point. At times in the past, faculty have drawn on these “anonymized” datasets reflecting years of classes for statistical analyses related to research hypotheses concerning negotiation dynamics. If you prefer that any records from your participation in class be deleted from datasets if they are used for any research purpose, please tell the instructor or teaching assistant and your record will be deleted after the class is complete.
PART 1: TWO-PERSON NEGOTIATIONS

SESSION 1: Introduction

Follow-up readings
Essentials of Negotiation Ch 1 “The nature of negotiation”
Getting to Yes Ch 6

Assignments due
Initial online assessment (required; due Session 1)

SESSION 2: Distributive bargaining

Follow-up readings
Essentials of Negotiation Ch 2 “Strategy/tactics of distrib. bargaining”
Getting to Yes Ch 8

Assignments given
Negotiation assessment (required; due Session 3)

SESSION 3: Integrative bargaining, Part 1

Follow-up readings
Essentials of Negotiation Ch 3 “Strategy/tactics of integrat. negotiation”;
Getting to Yes Ch 1-4; “Know your objectives” (Benoliel & Cashdan)
“Scoring a deal” (Ames, Larrick, & Morris)

Assignments given
Class presentation 1 (required; due by Session 5)
Video analysis (required; due by Session 7)

Assignments due
Negotiation assessment (required; due Session 3)

SESSION 4: Integrative bargaining, Part 2

Follow-up readings
Essentials of Negotiation Ch 4 “Negotiation: Strategy and planning”
“Constructive conflict” (Follett)

Assignments given
Email negotiation (required; negotiation completed by Session 5)
Email negotiation analysis (required; due by Session 5)

Assignments due
Prepare for Session 4 case (required; due by Session 4)
PART 2: CONFLICT AND COMMUNICATION DYNAMICS

SESSION 5: Conflict styles and dynamics

Follow-up readings (read by next session)
Difficult Conversations Ch 1-4
"Your bargaining style" (Shell Ch 1)
"Why you need to ask" (Babcock & Laschever)

Assignments given
Reading reflection (menu assignment; due by Session 8)
Go get a deal (required, due by Session 12)

Assignments due
Email negotiation (required; negotiation completed by Session 5)
Email negotiation analysis (required, due by Session 5)
Class presentation 1 (required; due by Session 5)

SESSION 6: Negotiation contexts: Culture and communication channels

Follow-up readings (read by next session)
Essentials of Negotiation Ch 11 “International/cross-cultural negotiation”

Assignments given
Historical negotiation analysis (menu assignment; due by Session 9)
Negotiation coaching exercise (menu assignment; due by Session 12)

SESSION 7: Trust and treatment

Follow-up readings (read by next session)
Difficult Conversations Ch 5-6
Recommended book for additional insights on trust: Robert Axelrod’s The Evolution of Cooperation

Assignments due
Video analysis (menu assignment; due by Session 7)

PART 3: BEYOND DYADS

SESSION 8: Mediation

Follow-up readings (read by next session)
Difficult Conversations Ch 7-12
“Managing Conflict” (Watkins Ch 7)

Assignments given
Class presentation 2 (required; due by Session 10)

Assignments due
Reading reflection (menu assignment; due by Session 8)
SESSION 9 : Agents and third parties

Follow-up readings  
*Essentials of Negotiation* Ch 5 “Ethics in negotiation”  
“Confronting lies and deception” (Malhotra & Bazerman, Ch 9)

Assignments due  
Historical negotiation analysis (menu assignment; due by Session 9)

SESSION 10 : Coalitions

Follow-up readings  
“Multiple parties, coalitions, and teams” (Thompson Ch 9); “Get all the parties right” (Lax & Sebenius); “Map the players, change the game” (Ames)

Assignments given  
Prepare for Session 11 case

Assignments due  
Class presentation 2 (required; due by Session 10)

SESSION 11 : Team negotiation

Follow-up readings  
*Essentials of Negotiation* Ch 12 “Best practices in negotiations”  
Getting to Yes “In conclusion”; “A primer on personal development” (Ames, Mason, & Carney)

Assignments due  
Prepare for Session 11 case

SESSION 12 : Conclusion

Assignments due  
Negotiation coaching exercise (menu assignment; due by Session 12)  
Go get a deal (required, due by Session 12)
## SUMMARY OF ASSIGNMENTS

More details on assignments will be offered during course meetings. A summary is offered below.

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Format</th>
<th>Grading</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial online assessment</td>
<td>Complete online survey (see Canvas site under “Pages” on left panel)</td>
<td>Required for everyone</td>
<td>Session 1</td>
</tr>
<tr>
<td>Negotiation assessment</td>
<td>Complete online survey (see Canvas site under “Pages” on left panel)</td>
<td>Required for everyone</td>
<td>Session 3</td>
</tr>
<tr>
<td>Prepare Session 4 case</td>
<td>Upload worksheet to course website (Canvas); bring laptop to class with worksheet to use in the negotiation</td>
<td>Required for everyone</td>
<td>Session 4</td>
</tr>
<tr>
<td>Email negotiation</td>
<td>Complete email negotiation; capture entire transcript in Word document; complete online survey</td>
<td>Required for everyone</td>
<td>Session 5</td>
</tr>
<tr>
<td>Email negotiation analysis</td>
<td>Upload annotated transcript to course website (Canvas)</td>
<td>Required for everyone</td>
<td>Session 5</td>
</tr>
<tr>
<td>Class presentation 1</td>
<td>Email submission</td>
<td>Required for everyone</td>
<td>Session 5</td>
</tr>
<tr>
<td>Video analysis</td>
<td>Upload to course website (Canvas)</td>
<td>Menu assignment</td>
<td>Session 7</td>
</tr>
<tr>
<td>Reading reflection</td>
<td>Upload to course website (Canvas)</td>
<td>Menu assignment</td>
<td>Session 8</td>
</tr>
<tr>
<td>Historical negotiation analysis</td>
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</tr>
<tr>
<td>Class presentation 2</td>
<td>Email submission</td>
<td>Required for everyone</td>
<td>Session 10</td>
</tr>
<tr>
<td>Prepare Session 11 case</td>
<td>Coordinate with teammate to prepare for the Session 11 case; upload model or other material to Canvas</td>
<td>Required for everyone</td>
<td>Session 11</td>
</tr>
<tr>
<td>Negotiation coaching exercise</td>
<td>Upload to course website (Canvas)</td>
<td>Menu assignment</td>
<td>Session 12</td>
</tr>
<tr>
<td>Go get a deal</td>
<td>Upload to course website (Canvas)</td>
<td>Required for everyone</td>
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</tbody>
</table>
ADDITIONAL READINGS

These readings will be made available on the course website (Canvas).

<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benoliel, Michael and Cashdan, Linda</td>
<td>“Know your objectives” (Ch II from <em>The Upper Hand</em>)</td>
</tr>
<tr>
<td>Ames, Daniel, Larrick, Richard, &amp; Morris, Michael</td>
<td>“Scoring a deal: Valuing outcomes in multi-issue negotiations” (<em>Columbia CaseWorks</em> article)</td>
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<tr>
<td>Follett, Mary Parker</td>
<td>“Constructive conflict”</td>
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<tr>
<td>Shell, G. Richard</td>
<td>“The first foundation: Your bargaining style” (Ch 1 from <em>Bargaining for Advantage</em>)</td>
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<tr>
<td>Babcock, Linda and Laschever, Sara</td>
<td>“Why you need to ask” (Ch I from <em>Ask for It</em>)</td>
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<tr>
<td>Watkins, Michael</td>
<td>“Managing conflict” (Ch 7 from <em>Breakthrough Business Negotiation</em>)</td>
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<td>Malhotra, Deepak and Bazerman, Max</td>
<td>“Confronting lies and deception” (Ch 9 in <em>Negotiation Genius</em>)</td>
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<td>Thompson, Leigh</td>
<td>“Multiple parties, coalitions, and teams” (Ch 9 in <em>The Mind and Heart of the Negotiator</em>)</td>
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<td>Lax, David and Sebenius, James</td>
<td>“Get all the parties right” (Ch 4 from <em>3D Negotiation</em>)</td>
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<tr>
<td>Ames, Daniel</td>
<td>“Map the players, change the game: Evaluating who is—and should be—involves in deals and decisions” (<em>Columbia CaseWorks</em> article)</td>
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<tr>
<td>Ames, Daniel, Mason, Malia and Carney, Dana</td>
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