



# G MBA8033

## Negotiate and Resolve Conflict

Coursera term 4, Fully online/virtual 2020

*Department of Management*

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#### **Disclaimer**

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## General Information

Unit convenor and teaching staff

Unit Convenor

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Teaching Assistant

Linden Misselbrook

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Credit points

5

Prerequisites

Admission to GMBA

Corequisites

Co-badged status

Unit description

A central component of the exercise of formal authority or informal influence in organisations is the existence of conflict, and the requirement for effective negotiation. This unit addresses the skills and capabilities required to effectively negotiate in situations of conflict in both formal and informal arenas. Areas covered include: nature and sources of conflict in formal and informal arenas, and strategies for their resolution; establishing and framing agendas; mobilising power and resources for overcoming opposition; and general negotiation tactics and skills.

## Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at <https://www.mq.edu.au/study/calendar-of-dates>

## Learning Outcomes

On successful completion of this unit, you will be able to:

**ULO1:** Critically evaluate a range of conflict theories and apply frameworks and intervention processes to mitigate and/or reduce the negative effects of conflict at work

**ULO2:** Develop and analyse strategies and tactics to undertake both one on one, multiparty and also team based negotiation processes

**ULO3:** Evaluate negotiation and conflict resolution processes and outcomes against a range of criteria informed by negotiation theory and concepts of value relevant to the context and driving forces present in the negotiation

## General Assessment Information

### Submission

You will submit your assessment tasks via your online unit on Coursera.

For individual submissions, please use the following naming convention for your file:

**lastname-firstname-GMBAxxx-A1.\***

**lastname-firstname-GMBAxxx-A2.\***

For group submissions, please use the following naming convention for your file:

**team-number-GMBAxxx-A1.\***

**team-number-GMBAxxx-A2.\***

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### Extensions

Please note that no extensions will be granted. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late (for example, 25 hours late in submission = 20% penalty). This penalty does not apply for cases in which an application for special consideration is made and approved.

**For any questions regarding your assignment submission or to apply for special consideration, please send an email to [globalmba.support@mq.edu.au](mailto:globalmba.support@mq.edu.au).**

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### Formatting instructions

These instructions pertain only to written assignments. In the case of other formats (e.g., slide decks) specific formatting instructions may apply. Written assignments should be in 11 point Arial font with 1.5 line spacing. Each page of the report should be numbered and have at minimum 2.5 cm margins from the left and right edges and top and bottom of the page. The word count is strictly enforced. The actual word length of the document, not including references or appendices, should be clearly stated on the title page of the report. Written assignments should have the following structure:

1. A title page with the question, your student name and student number, word count of the text
2. The body of the report structured with paragraphs and with appropriate headings and citations, with page numbers.

3. Complete reference list of material cited in the text.

## Referencing

Please use the American Psychological Association (APA) 6th edition reference style. This means that when referring to an article or book etc, you indicate the author's name followed by the year of publication (Jones, 1989). For multiple authors include all names (Jones, Smith, & Wilson, 1990). If you use a direct quote put the quoted words in "quotation marks" and include the page number with the reference (Jones, 1989, p. 76). A reference list should be presented in alphabetical order at the end of the paper. Further information on APA style is available at <http://libguides.mq.edu.au/content.php?pid=85232&sid=634282>

## Commercial in Confidence

Please note that you must not disclose any information marked 'Commercial in Confidence' without permission from the party who supplied it (e.g., your current or previous employer, customers, etc.).

## Assessment Tasks

Name	Weighting	Hurdle	Due
<a href="#">Negotiation and Conflict Resolution Praxis</a>	40%	No	14 July 2020, 11:59pm (AEST)
<a href="#">Role Play Co-creation, Practice, and Debrief</a>	60%	No	6 August 2020, 11:59pm (AEST)

## Negotiation and Conflict Resolution Praxis

Assessment Type <sup>1</sup>: Case study/analysis

Indicative Time on Task <sup>2</sup>: 8 hours

Due: **14 July 2020, 11:59pm (AEST)**

Weighting: **40%**

Length: max 1,500 words (excl. references)

Format: Case analysis

Task: The purpose of this assignment is to analyse a real-world negotiation through the lens of an academic theory or framework.

On successful completion you will be able to:

- Critically evaluate a range of conflict theories and apply frameworks and intervention processes to mitigate and/or reduce the negative effects of conflict at work

## Role Play Co-creation, Practice, and Debrief

Assessment Type <sup>1</sup>: Simulation/role play

Indicative Time on Task <sup>2</sup>: 16 hours

Due: **6 August 2020, 11:59pm (AEST)**

Weighting: **60%**

Length: 2,500-3,000 words

Format: Negotiation role play

Task: The purpose of this assignment is to provide student pairs with the opportunity to co-create case materials, to practice practical negotiation and conflict resolution skills in a simulated context and to debrief and analyse the simulation.

On successful completion you will be able to:

- Develop and analyse strategies and tactics to undertake both one on one, multiparty and also team based negotiation processes
- Evaluate negotiation and conflict resolution processes and outcomes against a range of criteria informed by negotiation theory and concepts of value relevant to the context and driving forces present in the negotiation

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<sup>1</sup> If you need help with your assignment, please contact:

- the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
- the [Writing Centre](#) for academic skills support.

<sup>2</sup> Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

## Delivery and Resources

### Required text

There is no required textbook for this unit. Please refer to the weekly required readings in your online unit. All readings are available via the Macquarie University library and do not need to be purchased separately.

### Delivery method

This unit will be delivered entirely online via the Coursera Learning Management System. Access to a personal computer is required to access the resources and learning materials on Coursera.

## Unit Schedule

For this unit, Live Events (via the web conferencing software Zoom) will take place once a week starting in Week 1 and ending in Week 6. The links to the events are available via **Live Events** in the online unit. Students are strongly advised to attend the Live Events. Recordings of the live events will be made available within 24 hours of the event and can be accessed via **Resources** in the online unit.

Attending the Live Event each week is an opportunity to engage with the unit content, your Unit Convenor and classmates. Students are encouraged to complete specified Live Event preparation learning activities prior to each scheduled Live Event in order to get the most value out of these sessions.

**Please note:** The teaching schedule is subject to change. Please refer to your online unit for the latest schedule.

Week	Live Events	Assessments
1	Webinar: Wednesday 1 July 2020, 6-7pm (AEST)	
2	Webinar: Wednesday 8 July 2020, 6-7pm (AEST)	
3	Webinar: Wednesday 15 July 2020, 6-7pm (AEST)	A1 due: Tuesday 14 July 2020, 11:59pm (AEST)
4	Webinar: Wednesday 22 July 2020, 6-7pm (AEST)	
5	Webinar: Wednesday 29 July 2020, 6-7pm (AEST)	
6	Webinar: Wednesday 5 August 2020, 6-7pm (AEST)	A2 due: Thursday 6 August 2020, 11:59pm (AEST)

## Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central \(https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central\)](https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- [Academic Appeals Policy](#)
- [Academic Integrity Policy](#)
- [Academic Progression Policy](#)
- [Assessment Policy](#)
- [Fitness to Practice Procedure](#)
- [Grade Appeal Policy](#)
- [Complaint Management Procedure for Students and Members of the Public](#)
- [Special Consideration Policy](#) (**Note:** *The Special Consideration Policy is effective from 4 December 2017 and replaces the Disruption to Studies Policy.*)

Students seeking more policy resources can visit the [Student Policy Gateway \(https://students.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central\)](https://students.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central).

[mq.edu.au/support/study/student-policy-gateway](http://mq.edu.au/support/study/student-policy-gateway)). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

If you would like to see all the policies relevant to Learning and Teaching visit [Policy Central](http://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central) (<http://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central>).

## Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: <https://students.mq.edu.au/study/getting-started/student-conduct>

## Results

Results published on platform other than [eStudent](#), (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in [eStudent](#). For more information visit [ask.mq.edu.au](http://ask.mq.edu.au) or if you are a Global MBA student contact [globalmba.support@mq.edu.au](mailto:globalmba.support@mq.edu.au)

## Student Support

Macquarie University provides a range of support services for students. For details, visit <http://students.mq.edu.au/support/>

## Learning Skills

Learning Skills ([mq.edu.au/learningskills](http://mq.edu.au/learningskills)) provides academic writing resources and study strategies to help you improve your marks and take control of your study.

- [Getting help with your assignment](#)
- [Workshops](#)
- [StudyWise](#)
- [Academic Integrity Module](#)

The Library provides online and face to face support to help you find and use relevant information resources.

- [Subject and Research Guides](#)
- [Ask a Librarian](#)

## Student Services and Support

Students with a disability are encouraged to contact the [Disability Service](#) who can provide appropriate help with any issues that arise during their studies.

## Student Enquiries

For all student enquiries, visit Student Connect at [ask.mq.edu.au](http://ask.mq.edu.au)

If you are a Global MBA student contact [globalmba.support@mq.edu.au](mailto:globalmba.support@mq.edu.au)

## IT Help

For help with University computer systems and technology, visit [http://www.mq.edu.au/about\\_us/offices\\_and\\_units/information\\_technology/help/](http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/).

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#). The policy applies to all who connect to the MQ network including students.