GMBA8033
Negotiate and Resolve Conflict
Coursera term 1, Online-scheduled-weekday 2024
Department of Management

Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Information</td>
<td>2</td>
</tr>
<tr>
<td>Learning Outcomes</td>
<td>2</td>
</tr>
<tr>
<td>General Assessment Information</td>
<td>3</td>
</tr>
<tr>
<td>Assessment Tasks</td>
<td>3</td>
</tr>
<tr>
<td>Delivery and Resources</td>
<td>4</td>
</tr>
<tr>
<td>Policies and Procedures</td>
<td>0</td>
</tr>
</tbody>
</table>

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# General Information

| Unit convenor and teaching staff | Alena Soboleva  
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<td><a href="mailto:alena.soboleva@mq.edu.au">alena.soboleva@mq.edu.au</a></td>
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<tr>
<td>Credit points</td>
<td>5</td>
</tr>
<tr>
<td>Prerequisites</td>
<td>Admission to GMBA or GradCertGlobalBusPrac</td>
</tr>
<tr>
<td>Corequisites</td>
<td></td>
</tr>
<tr>
<td>Co-badged status</td>
<td></td>
</tr>
</tbody>
</table>

**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.

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# 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](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

Late submissions of assessments

Unless a Special Consideration request has been submitted and approved, a 5% penalty (of the total possible mark) will be applied each day a written assessment is not submitted, up until the 7th day (including weekends). After the 7th day, a grade of '0' will be awarded even if the assessment is submitted. Submission time for all written assessments is set at 11.55pm. A 1-hour grace period is provided to students who experience a technical concern.

For any late submissions of time-sensitive tasks, such as scheduled tests/exams, performance assessments/presentations, and/or scheduled practical assessments/labs, students need to submit an application for Special Consideration.

Special Consideration

To request an extension on the due date/time for a timed or non-timed assessment task, you must submit a Special Consideration application. An application for Special Consideration does not guarantee approval.

The approved extension date for a student becomes the new due date for that student. The late submission penalties above then apply as of the new due date.

Word limits

Anything beyond a stated assessment word limit (other than your reference list) may not be marked. Seek any further clarification from the unit convenor.

Assessment Tasks

<table>
<thead>
<tr>
<th>Name</th>
<th>Weighting</th>
<th>Hurdle</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negotiation and Conflict Resolution Praxis</td>
<td>40%</td>
<td>No</td>
<td>Week 3 or 24 Jan</td>
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<tr>
<td>Role Play Co-creation, Practice, and Debrief</td>
<td>60%</td>
<td>No</td>
<td>Week 6 or 14 Feb</td>
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</tbody>
</table>

Negotiation and Conflict Resolution Praxis

Assessment Type: Case study/analysis
Indicative Time on Task: 8 hours
Due: Week 3 or 24 Jan
Weighting: 40%

Length: max 1,000 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 1: Simulation/role play
Indicative Time on Task 2: 16 hours
Due: Week 6 or 14 Feb
Weighting: 60%

Length: 1,500 word group report (30%) + 750 word individual report (30%) 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

1 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.

2 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
Refer to the timetable information on the GMBA website or MQ Timetable Portal for Live Event session timings. Please note the timetable can be subject to change. See your Coursera unit for a detailed Live Event schedule.

Live Events will take place via Zoom each week starting in Week 1 and ending in Week 6. The links to the events will be active from 10 minutes prior to the scheduled time and are available via Live Events in the left-hand navigation menu in your Coursera unit.

You will need to use your Macquarie University student Zoom account to access the Live Events.

Attending the Live Event each week is an opportunity to engage with the unit content, your Unit Convenor, and classmates. Students are strongly advised to attend the Live Events. Recordings will be made available in the unit contents on Coursera shortly after the event.