

**Fulbright School of Public Policy and Management
Academic Year 2020 – 2021
Summer Term**

SYLLABUS

Negotiation

Teaching Team

Instructor: Prof. Christopher Balding (Christopher.balding@fulbright.edu.vn)
Teaching Fellow: Nguyen Quy Tam (tam.nguyen@fulbright.edu.vn)
Teaching Fellow: Tran Huong Giang (giang.tran.fsppm@fulbright.edu.vn)

Class Times August 08 – 15, 13:30 – 16:45

Office Hours

Christopher Balding: 11:00 am - 12:00 pm, Tuesday and Thursday
Nguyen Quy Tam: 11:00 am – 12:00 pm, Monday and Thursday
Tran Huong Giang:

If the timings of the office hours are not convenient, please feel free to make appointments at other times during the week to meet with members of the Teaching team via email

Course Description:

This course will provide you with practical knowledge and experience in negotiations. It is designed to help students understand a variety of negotiation problems faced by public administrators and professional managers. We emphasize a blend of theoretical foundations and empirical understanding with regular simulations to help practice the techniques we learn.

Course Objectives:

1. Gain a better understanding of the theory and strategy of negotiations.
2. Gain practical experience in negotiations across a range of typical real world negotiation the student will encounter in their professional career.
3. Improve analytical skills in subjects that enable the skilled negotiator to build consensus including psychology, organizational behavior, and game theory.
4. Equip with practical toolkit for value negotiation.

Expectations of the Student:

1. Come to class COMPLETELY prepared. This means having completed and studied all readings, being prepared to discuss the readings, ask questions, of presenters, and answer questions when called upon.

2. All work must be turned in on time. Any assignments turned in late will receive an automatic zero. There will be no extensions granted. If you know you will be absent then arrange to turn the assignment in early.
3. Students must be prepared to participate fully in class. While there will be significant out of class preparation and assignments, a major portion of the class will be in class participation that will require significant effort. Students will not receive a good mark if they do not work hard during class.

Regulations on assignment submission, complaints, plagiarism, exam cheating, or other exceptions are specified in Student Handbook which is delivered to all students.

Class Readings:

Students are expected to have completed the reading, prepared questions, and be ready to engage in discussion about the material *before* attending class.

The class readings will focus on different aspects and skills that will improve the student negotiating skills. The readings cover a variety of topics including game theory, gender differences, psychology, cross cultural studies, and organizational behavior.

There are many skills that are required of a good negotiator and the readings will provide a foundation to students in a variety of these distinct disciplines or subject areas.

- The main text book used in this class is: *Value Negotiation: How to Finally Get the Win-win Right* by Horacio Falcao

- There are also two additional seminal books in negotiations that are highly recommended and available in Vietnamese:

- *Getting to Yes: Negotiating and Agreement Without Giving In* by Roger Fisher, William Ury, and Bruce Patton
- *Thinking Strategically: The Competitive Edge in Business, Politics, and Everyday Life* by Avinash Dixit and Barry Nalebuff

These books are widely available in hardbacks or electronic versions and can be ordered and read through a variety of outlets such as Kindle.

There will be cases for negotiation simulation and practice which will be posted online before or during class, together with additional readings as needed.

We will conduct multiple negotiation simulations in class. The negotiation simulations will be handed out in class the day before we practice the simulation. You are not to talk with other students about the negotiation, roles, or strategies prior to the simulation.

Book and case study reading will be posted to the Teams website in the Negotiations class file section. All book and case study reading should be completed *before* coming to class on the first day so that we can conduct the class in a workshop interactive style. Students will be required to read simulations prior to coming to class each day.

Additionally, students will be expected to watch multiple short videos about specific negotiation skills prior to the start of the course.

Class Presentations:

Every class will have a group presentation. **Each group should have approximately 4 students which will be required to give a presentation of approximately 15 minutes. The presentation will count for 20% of your final grade.**

The presentation must present a critical analysis of the text and not simply restate what was written. Everyone is coming to class having read the text, the student giving the presentation must be able to provide additional information or analysis in their presentation. Poor presentations will simply restate what the text states without providing critical analysis. The presentation must go above and beyond what is stated in the text to help fellow students how to better manage specific negotiation situations they might face in a simulation or the work place.

Students are encouraged to use computer resources such as PowerPoint, hand outs, or other materials in making their presentations.

Writing Assignments:

Students will have two short writing assignments of 2 pages each over the course of the class which will require them to write about a negotiation related topic.

The student must analyze the case study or situation provided by the professor and critically analyze the fundamental problem, strengths and weaknesses, and recommend a course of action and defend the recommendation made. In preparing the writing assignment, the student should seek to better understand a negotiating strategy, tactic, team, or person and how they can apply that analysis to becoming better negotiators.

Students must submit an electronic copy per school regulations at 8:20am the day the class has started.

Class Participation:

Class participation will count for 40% of your final grade. Class participation is very important and you are expected to arrive at class prepared to work through the foundational readings and case studies presented.

A primary point of the course is to give students experience in real world negotiation exercises. A significant portion of class time will be dedicated to engaging in negotiation simulations with students negotiating against other students, with teams, and observing other student negotiations to better learn how to actually negotiate.

Grading:

Writing Assignments:	40%
Presentation:	20%
Class Participation:	40%

Class Structure:

The first 20-30 minutes will consist of a general lecture about the theme of the class session and covering any basic information. During the first part of class, I will answer any basic questions about the reading assignment, broad themes, and language questions.

Next we will have a student presentation of approximately 10-20 minutes about theme for the week with approximately 10-15 minutes of questions and discussion on the readings. The presentation should work to help make themselves and other students better negotiators by preparing and educating on how to better handle specific weaknesses or strengths. The presenters should not simply restate the readings and assume that everyone is familiar with the reading.

We will then have a negotiation simulation and then conclude the class with approximately 20-30 minutes of case study discussion to be led by the professor analyzing the common elements of the case studies and answering any final questions.

There will be two guest lectures on August 11 and August 13 by two prominent and seasoned negotiators from both public and private sectors. The details of these two lectures will be provided upon their confirmation.

Class Schedule and Reading:

Due to the need to schedule negotiation simulations, this course schedule should only be considered tentative. It should not be considered final and is subject to change so that the class can schedule negotiation simulations which typically take longer than the current one hour and fifty minutes.

Also, additional class readings will be posted on the website. This class schedule should not be considered final and the student will be responsible for additional readings, projects, and assignments not listed below.

August 8: Class Introduction

Readings: *Value Negotiation: How to Finally Get the Win-win Right*, Chapter 1
Introduction

City of Sommerville: Using Activity Based Budgeting to Improve Performance in Sommerville Traffic Unit, Harvard Kennedy School Case 1969

Paper #1: Write two pages with two to three proposed solutions that provide value to each party. It is important that the case analysis seek to provide good outcomes for all parties.

Video: Negotiating What You Want Anywhere With Anyone Part I

August 9: **Understanding and Building the Foundation to Negotiate**
Team Presentation # 1 and Simulation #1

Readings: *Value Negotiation: How to Finally Get the Win-win Right*, Chapter 2 & 3

Video: Negotiating What You Want Anywhere With Anyone Part II

August 10: **What Are Our Goals in a Negotiation? How should we prepare for a negotiation? How to review it?**
Team Presentation #2

Readings: *Value Negotiation: How to Finally Get the Win-win Right*, Chapter 4

Boston Lyric Opera, Harvard Business School 9-101-111

Video: Tips for Negotiating Agreements

August 11: **Strategies and Timing in Negotiations**
Team Presentation #3

Readings: *Value Negotiation: How to Finally Get the Win-win Right*, Chapter 5 & 6

August 12: Communicating in Negotiations
Team Presentation #4

Readings: *Value Negotiation: How to Finally Get the Win-win Right*, Chapter 7 & 8

Athens Ring Road (Attiki Odos), Darden Business Publishing, UV1067

Video: Difficult Situations and Negotiations

Paper #2: prepare a negotiation preparation document for the Athens Ring Road case as if you were advising one of the key parties. Write a 2 page memo that prepares them for the negotiation, value propositions, tactics, and counterparty psychology.

August 13: Building Relationships in Negotiation
Team Presentation #5

Guest Lecture #1 (1:30-3:00)

Readings: *Value Negotiation: How to Finally Get the Win-win Right*, Chapter 9 & 10

St. Xavier Healing Touch Hospital, Kennedy School of Government Case Program CR 14-06-1823

Video: Interests Behind Negotiating Positions

August 14: Building Value in a Negotiation
Team Presentation #6

Readings: *Value Negotiation: How to Finally Get the Win-win Right*, Chapter 11 & 12

August 15: Building Relationships in Negotiation

Guest Lecture #2 (1:30-4:15)

Readings: Students are required to study the following links about the speaker and prepare at least two questions each, regarding negotiation lesson.

<https://vnexpress.net/truong-doan-bta-chet-tren-ban-dam-phan-cung-phai-ky-xong-3239652.html>

http://nguyendinhluong.com/?page=hdtm&action=list_hdtm&id=1