UNIVERSITY OF NORTH CAROLINA WILMINGTON
DEPARTMENT OF COMMUNICATION STUDIES

COM 423 - Negotiation

COM423 is offered on MWF at 12:00 pm during Fall semester '09

COM423 is a course designed specifically for students who want to build upon skills learned in COM223 – Mediation and Conflict Management, which is a prerequisite. Permission of the instructor is also required. Students have an opportunity to learn advanced conflict resolution techniques and processes useful in their professional and personal lives now and after graduation. Negotiation occurs in our lives on a daily basis whether we are buying a car, renting an apartment, resolving personal disputes, or encountering conflict in the workplace.

Students in COM423 learn:

- Theoretical and practical perspectives of negotiation.
- Negotiating techniques for use in business and interpersonal relationships.
- Integrative bargaining techniques that can be used after you graduate.

Each student will participate in three individual negotiations with other students and one team negotiation with a partner they choose after observing their performance as an individual negotiator. Negotiations are recorded so each student can use the video and written feedback to prepare a Critical Self-Analysis. The distribution of points for individual and team negotiations will be determined by students observing and evaluating the negotiations conducted by their class mates. Students may negotiate with each other to obtain points. The final exam is optional for students with enough points to achieve the letter grade that they earned without taking the final.

COM423 covers such topics as:

- Negotiation Styles
- Basic Crisis Negotiation Skills
- Principled Negotiation
- Positions and Interests
- Breakthrough Negotiation
- Cross Cultural Negotiation
- Active Listening
- Joint Problem Solving

Each student's experience in COM423 will vary depending upon choices the student makes about performance on each of two written tests, how proficient they are in negotiating as individuals, and how well they are able to negotiate as partners with other students during team negotiations. Negotiation scenarios include interpersonal relationship issues, job-related disputes, and situations students are likely to encounter in their lives after graduation.

Students who successfully complete COM423 will learn negotiation skills enabling them to resolve business and interpersonal relationship disputes. Skills they learn will empower them to settle specific conflict situations they may encounter now as students and later when they begin their professional careers. Feedback from graduates substantiates that.

If you would like to build upon the skills you learned in COM223 and learn how to negotiate by actually applying skills you learn during class, register for COM423. We only accept 20 students per semester. What you learn will enhance your professional and personal life.