

EN4565: NEGOTIATION IN PROFESSIONAL CONTEXTS

Effective Term

Semester B 2024/25

Part I Course Overview

Course Title

Negotiation in Professional Contexts

Subject Code

EN - English

Course Number

4565

Academic Unit

English (EN)

College/School

College of Liberal Arts and Social Sciences (CH)

Course Duration

One Semester

Credit Units

3

Level

B1, B2, B3, B4 - Bachelor's Degree

Medium of Instruction

English

Medium of Assessment

English

Prerequisites

Nil

Precursors

Nil

Equivalent Courses

Nil

Exclusive Courses

Nil

Part II Course Details

Abstract

This course aims to develop students' communication skills in the area of negotiations, with particular emphasis on negotiations in professional context. Numerous role plays and simulations will be used to improve students' competence and creativity in negotiating in English.

Course Intended Learning Outcomes (CILOs)

CILOs		Weighting (if app.)	DEC-A1	DEC-A2	DEC-A3
1	Apply and use in professional situations a framework for principled negotiation.		x	x	x
2	Demonstrate a creative approach in selecting appropriate strategies for one-on-one and team negotiations.		x	x	x
3	Use innovative and appropriate verbal and non-verbal communication skills during one-on-one and team negotiations in professional contexts.		x	x	x
4	Critically examine the quality and style of communication in a negotiation.		x	x	x

A1: Attitude

Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability

Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to real-life problems.

A3: Accomplishments

Demonstrate accomplishment of discovery/innovation/creativity through producing /constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

Learning and Teaching Activities (LTAs)

LTAs		Brief Description	CILO No.	Hours/week (if applicable)
1	Negotiation Strategy	Students will apply the 4 stages of negotiation to plan interest-based negotiations.	1	
2	Negotiation Communication	Students will learn how use elements of communication (including body language, voice and word choice) that support effective interest-based negotiation.	2	
3	Negotiation Practice	Students will participate in simulated negotiations.	3	

4	Negotiation Analysis	Students will learn how to evaluate and reflect on negotiation strategies (including those of self and peers).	4	
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Assessment Tasks / Activities (ATs)

	ATs	CILO No.	Weighting (%)	Remarks (e.g. Parameter for GenAI use)
1	Assignment 1 Negotiation Simulation 1	1, 2, 3	25	Pair work; individually assessed
2	Assignment 2 Negotiation Simulation 2	1, 2, 3	35	Group work; individually assessed
3	Peer critique Write an evaluation of a peer' s performance in Negotiation Simulation 1	1, 2, 3, 4	20	Individual work
4	In class quiz Complete an in class quiz that will involve the analysis of negotiation strategy.	1, 2, 3, 4	20	Individual work

Continuous Assessment (%)

100

Examination (%)

0

Assessment Rubrics (AR)**Assessment Task**

Assessment Task One 25%

Negotiation 1

Criterion

Content

Ideas

Excellent (A+, A, A-)

Very useful ideas

Good (B+, B, B-)

Useful ideas

Fair (C+, C, C-)

Somewhat useful ideas

Marginal (D)

Poor ideas

Failure (F)

Very poor ideas

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Content

Objectives

Excellent (A+, A, A-)

Completely achieved meeting objective(s)

Good (B+, B, B-)

Largely achieved meeting objective(s)

Fair (C+, C, C-)

Somewhat met some of the meeting objective(s)

Marginal (D)

Hardly achieved any meeting objectives

Failure (F)

Did not achieve meeting objective(s) at all

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Content

Contribution

Excellent (A+, A, A-)

Totally adequate contribution for role

Good (B+, B, B-)

Adequate contribution for role

Fair (C+, C, C-)

Somewhat adequate contribution for role

Marginal (D)

Inadequate contribution for role

Failure (F)

Hardly any contribution for role

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Content

Research and analysis of the issues

Excellent (A+, A, A-)

Evidence of very adequate research and analysis of issues

Good (B+, B, B-)

Evidence of adequate research and analysis of issues

Fair (C+, C, C-)

Limited evidence of research and analysis of issues

Marginal (D)

Lacks evidence of research and analysis of issues

Failure (F)

No evidence of research and analysis of issues

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Content

Ability to identify bottom line

Excellent (A+, A, A-)

Very sensitive in identifying bottom line

Good (B+, B, B-)

Sensitive in identifying bottom line

Fair (C+, C, C-)

Somewhat sensitive in identifying bottom lines

Marginal (D)

Somewhat insensitive in identifying bottom lines

Failure (F)

Unable to identify bottom lines

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Content

Show willingness to concede

Excellent (A+, A, A-)

Handled very well

Good (B+, B, B-)

Handled adequately

Fair (C+, C, C-)

Somewhat handled adequately

Marginal (D)

Conceded on too few/ too many issues

Failure (F)

Not willing to concede on any issues

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Content

Use negotiation strategies/ tactics

Excellent (A+, A, A-)

Excellent application of suitable strategies/ tactic used

Good (B+, B, B-)

Very good application of suitable strategies/ tactic used

Fair (C+, C, C-)

Some application of strategies / tactic used

Marginal (D)

Unsuitable/hardly any strategies/ tactic used

Failure (F)

No strategies/ tactic used

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Content

Sensitive to needs, wants & desires of others

Excellent (A+, A, A-)

Very sensitive to the needs, wants & desires of others

Good (B+, B, B-)

Sensitive to the needs, wants & desires of other

Fair (C+, C, C-)

Somewhat sensitive to the needs, wants & desires of other

Marginal (D)

Somewhat insensitive to the needs, wants & desires of other

Failure (F)

Very insensitive to the needs, wants & desires of other

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Content

Ability to carry out role

Excellent (A+, A, A-)

Very competently carried out role

Good (B+, B, B-)

Competently carried out role

Fair (C+, C, C-)

Somewhat acceptable role

Marginal (D)

Ineffective role

Failure (F)

Very ineffective role

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Presentation

Presentation of ideas

Excellent (A+, A, A-)

Very clear and effective presentation of ideas

Good (B+, B, B-)

Clear and effective presentation of ideas most of the time

Fair (C+, C, C-)

Somewhat unclear and ineffective presentation of ideas at times

Marginal (D)

Mostly unclear and ineffective presentation of ideas at most times

Failure (F)

Completely unclear and ineffective presentation of ideas throughout meeting

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Presentation

Interaction

Excellent (A+, A, A-)

Very effective and natural interaction

Good (B+, B, B-)

Effective and somewhat natural interaction

Fair (C+, C, C-)

Somewhat effective but unnatural interaction at times

Marginal (D)

Ineffective and unnatural interaction at times

Failure (F)

Ineffective and unnatural interaction throughout meeting

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Presentation

Body language

Excellent (A+, A, A-)

Very suitable body language

Good (B+, B, B-)

Suitable body language at most times.

Fair (C+, C, C-)

Somewhat suitable body language at most times.

Marginal (D)

Unsuitable body language at times.

Failure (F)

Unsuitable body language at most times

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Presentation

Eye contact

Excellent (A+, A, A-)

Very good eye contact

Good (B+, B, B-)

Adequate eye contact at most times

Fair (C+, C, C-)

Limited eye contact in parts - over dependence on notes.

Marginal (D)

Very little eye contact – reading from notes most of the time

Failure (F)

No eye contact – reading from notes throughout meeting

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Presentation

Voice quality (pitch, volume and speed)

Excellent (A+, A, A-)

Voice quality very good

Good (B+, B, B-)

Voice quality good

Fair (C+, C, C-)

Voice quality somewhat ineffective in parts

Marginal (D)

Voice quality poor in many parts

Failure (F)

Voice quality very poor in most parts

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Language

Grammar and word choice

Excellent (A+, A, A-)

Hardly any language errors-

Good (B+, B, B-)

Some noticeable language errors

Fair (C+, C, C-)

Many language errors

Marginal (D)

So many language errors that it affects listener' s comprehension of the message

Failure (F)

So many language errors that it is very difficult for listener to understand the message –

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Language

Language of meetings

Excellent (A+, A, A-)

Very adequate use of meeting language

Good (B+, B, B-)

Mostly adequate use of meeting language

Fair (C+, C, C-)

Some use of meeting language

Marginal (D)

Hardly any use of meeting language

Failure (F)

No use of meeting language

Assessment Task

Assessment Task One 25%

Negotiation 1

Criterion

Language

Tentative language

Excellent (A+, A, A-)

Very competent use of tentative language

Good (B+, B, B-)

Competent use of tentative language

Fair (C+, C, C-)

Somewhat competent use of tentative language

Marginal (D)

Hardly any tentative language used

Failure (F)

No tentative language used

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Content

Ideas

Excellent (A+, A, A-)

Very useful ideas

Good (B+, B, B-)

Useful ideas

Fair (C+, C, C-)

Somewhat useful ideas

Marginal (D)

Poor ideas

Failure (F)

Very poor ideas

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Content

Objectives

Excellent (A+, A, A-)

Completely achieved meeting objective(s)

Good (B+, B, B-)

Largely achieved meeting objective(s)

Fair (C+, C, C-)

Somewhat met some of the meeting objective(s)

Marginal (D)

Hardly achieved any meeting objectives

Failure (F)

Did not achieve meeting objective(s) at all

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Content

Contribution

Excellent (A+, A, A-)

Totally adequate contribution for role

Good (B+, B, B-)

Adequate contribution for role

Fair (C+, C, C-)

Somewhat adequate contribution for role

Marginal (D)

Inadequate contribution for role

Failure (F)

Hardly any contribution for role

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Content

Research and analysis of the issues

Excellent (A+, A, A-)

Evidence of very adequate research and analysis of issues

Good (B+, B, B-)

Evidence of adequate research and analysis of issues

Fair (C+, C, C-)

Limited evidence of research and analysis of issues

Marginal (D)

Lacks evidence of research and analysis of issues

Failure (F)

No evidence of research and analysis of issues

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Content

Ability to identify bottom line

Excellent (A+, A, A-)

Very sensitive in identifying bottom line

Good (B+, B, B-)

Sensitive in identifying bottom line

Fair (C+, C, C-)

Somewhat sensitive in identifying bottom lines

Marginal (D)

Somewhat insensitive in identifying bottom lines

Failure (F)

Unable to identify bottom lines

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Content

Show willingness to concede

Excellent (A+, A, A-)

Handled very well

Good (B+, B, B-)

Handled adequately

Fair (C+, C, C-)

Somewhat handled adequately

Marginal (D)

Conceded on too few/ too many issues

Failure (F)

Not willing to concede on any issues

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Content

Use negotiation strategies/ tactics

Excellent (A+, A, A-)

Excellent application of suitable strategies/ tactic used

Good (B+, B, B-)

Very good application of suitable strategies/ tactic used

Fair (C+, C, C-)

Some application of strategies / tactic used

Marginal (D)

Unsuitable/hardly any strategies/ tactic used

Failure (F)

No strategies/ tactic used

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Content

Sensitive to needs, wants & desires of others

Excellent (A+, A, A-)

Very sensitive to the needs, wants & desires of others

Good (B+, B, B-)

Sensitive to the needs, wants & desires of other

Fair (C+, C, C-)

Somewhat sensitive to the needs, wants & desires of other

Marginal (D)

Somewhat insensitive to the needs, wants & desires of other

Failure (F)

Very insensitive to the needs, wants & desires of other

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Content

Ability to carry out role

Excellent (A+, A, A-)

Very competently carried out role

Good (B+, B, B-)

Competently carried out role

Fair (C+, C, C-)

Somewhat acceptable role

Marginal (D)

Ineffective role

Failure (F)

Very ineffective role

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Presentation

Presentation of ideas

Excellent (A+, A, A-)

Very clear and effective presentation of ideas

Good (B+, B, B-)

Clear and effective presentation of ideas most of the time

Fair (C+, C, C-)

Somewhat unclear and ineffective presentation of ideas at times

Marginal (D)

Mostly unclear and ineffective presentation of ideas at most times

Failure (F)

Completely unclear and ineffective presentation of ideas throughout meeting

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Presentation

Interaction

Excellent (A+, A, A-)

Very effective and natural interaction

Good (B+, B, B-)

Effective and somewhat natural interaction

Fair (C+, C, C-)

Somewhat effective but unnatural interaction at times

Marginal (D)

Ineffective and unnatural interaction at times

Failure (F)

Ineffective and unnatural interaction throughout meeting

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Presentation

Body language

Excellent (A+, A, A-)

Very suitable body language

Good (B+, B, B-)

Suitable body language at most times.

Fair (C+, C, C-)

Somewhat suitable body language at most times.

Marginal (D)

Unsuitable body language at times.

Failure (F)

Unsuitable body language at most times

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Presentation

Eye contact

Excellent (A+, A, A-)

Very good eye contact

Good (B+, B, B-)

Adequate eye contact at most times

Fair (C+, C, C-)

Limited eye contact in parts - over dependence on notes.

Marginal (D)

Very little eye contact – reading from notes most of the time

Failure (F)

No eye contact – reading from notes throughout meeting

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Presentation

Voice quality (pitch, volume and speed)

Excellent (A+, A, A-)

Voice quality very good

Good (B+, B, B-)

Voice quality good

Fair (C+, C, C-)

Voice quality somewhat ineffective in parts

Marginal (D)

Voice quality poor in many parts

Failure (F)

Voice quality very poor in most parts

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Language 30%

Grammar and word choice

Excellent (A+, A, A-)

Hardly any language errors-

Good (B+, B, B-)

Some noticeable language errors

Fair (C+, C, C-)

Many language errors

Marginal (D)

So many language errors that it affects listener's comprehension of the message

Failure (F)

So many language errors that it is very difficult for listener to understand the message –

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Language 30%

Language of meetings

Excellent (A+, A, A-)

Very adequate use of meeting language

Good (B+, B, B-)

Mostly adequate use of meeting language

Fair (C+, C, C-)

Some use of meeting language

Marginal (D)

Hardly any use of meeting language

Failure (F)

No use of meeting language

Assessment Task

Assessment Task Two 35%

Negotiation 2

Criterion

Language 30%

Tentative language

Excellent (A+, A, A-)

Very competent use of tentative language

Good (B+, B, B-)

Competent use of tentative language

Fair (C+, C, C-)

Somewhat competent use of tentative language

Marginal (D)

Hardly any tentative language used

Failure (F)

No tentative language used

Assessment Task

Assignment 3

Peer critique 20%

Criterion

Content

Key features

Objective reflection

Balanced comments

Specific description

Constructive advice

Excellent (A+, A, A-)

Evident

Good (B+, B, B-)

Mostly evident

Fair (C+, C, C-)

Partially evident

Marginal (D)

Limited

Failure (F)

Not evident

Assessment Task

Assignment 3

Peer critique 20%

Criterion

Organization

Logical grouping

Logical sequence

Coherent linking

Excellent (A+, A, A-)

Evident

Good (B+, B, B-)

Mostly evident

Fair (C+, C, C-)

Partially evident

Marginal (D)

Limited

Failure (F)

Not evident

Assessment Task

Assignment 3

Peer critique 20%

Criterion

Language

Accurate

Appropriate

Clear, concise

Helpful, constructive

Excellent (A+, A, A-)

Evident

Good (B+, B, B-)

Mostly evident

Fair (C+, C, C-)

Partially evident

Marginal (D)

Limited

Failure (F)

Not evident

Assessment Task

Assignment 4

Self critique 20%

Criterion

Content

Key features

Objective reflection

Balanced comments

Specific description

Constructive advice

Excellent (A+, A, A-)

Evident

Good (B+, B, B-)

Mostly evident

Fair (C+, C, C-)

Partially evident

Marginal (D)

Limited

Failure (F)

Not evident

Assessment Task

Assignment 4

Self critique20%

Criterion

Organization

Logical grouping

Logical sequence

Coherent linking

Excellent (A+, A, A-)

Evident

Good (B+, B, B-)

Mostly evident

Fair (C+, C, C-)

Partially evident

Marginal (D)

Limited

Failure (F)

Not evident

Assessment Task

Assignment 4

Self critique20%

Criterion

Language

Accurate

Appropriate

Clear, concise

Helpful, constructive

Excellent (A+, A, A-)

Evident

Good (B+, B, B-)

Mostly evident

Fair (C+, C, C-)

Partially evident

Marginal (D)

Limited

Failure (F)

Not evident

Assessment Task

Quiz

Criterion

Strong evidence of firm grasp of the subject knowledge and achieving the stated CILOs

Excellent (A+, A, A-)

Excellent

Good (B+, B, B-)

Good

Fair (C+, C, C-)

Fair

Marginal (D)

Below average

Failure (F)

Poor

Assessment Task

Quiz

Criterion

Sufficient evidence of achieving the stated CILOs

Excellent (A+, A, A-)

Excellent

Good (B+, B, B-)

Good

Fair (C+, C, C-)

Fair

Marginal (D)

Below average

Failure (F)

Poor

Assessment Task

Quiz

Criterion

Some evidence of achieving the stated CILOs

Excellent (A+, A, A-)

Excellent

Good (B+, B, B-)

Good

Fair (C+, C, C-)

Fair

Marginal (D)

Below average

Failure (F)

Poor

Assessment Task

Quiz

Criterion

Marginal familiarity with the subject knowledge

Excellent (A+, A, A-)

Excellent

Good (B+, B, B-)

Good

Fair (C+, C, C-)

Fair

Marginal (D)

Below average

Failure (F)

Poor

Assessment Task

Quiz

Criterion

Little evidence of familiarity with the subject knowledge

Excellent (A+, A, A-)

Excellent

Good (B+, B, B-)

Good

Fair (C+, C, C-)

Fair

Marginal (D)

Below average

Failure (F)

Poor

Part III Other Information

Keyword Syllabus

Framework for principled business negotiation; Phases of negotiation; Planning and preparation for negotiations; Verbal communication in negotiations and Non-Verbal communication in negotiations

Reading List**Compulsory Readings**

Title	
1	Power Point Slides and notes provided by Lecturer

Additional Readings

Title	
1	Roger Fisher and William Ury. (1991). Getting to Yes: Negotiating Agreement Without Giving In (Second Edition), New York, NY: Penguin Books.
2	Roy J. Lewicki et al (2007). Negotiation: Readings, Exercises, and Cases (Fifth Edition), New York, NY: McGraw-Hill/Irwin.
3	Hendon, D. W., Hendon, R. A., & Herbig, P. (1996). Cross-cultural business negotiations. Westport, CT: Quorum Books.
4	Murnighan, J. K. (1992). Bargaining games: A new approach to strategic thinking in negotiations. New York, NY: William Morrow and Company, Inc.
5	Reardon, K. (2005). Becoming a skilled negotiator: Wiley.
6	Thompson, L. (2005). The mind and heart of the negotiator (3rd ed). Upper Saddle River, NJ: Prentice Hall.