

# EN4565: NEGOTIATION IN PROFESSIONAL CONTEXTS

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## Effective Term

Semester A 2022/23

## 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 self-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.

### Teaching and Learning Activities (TLAs)

TLAs	Brief Description	CILO No.	Hours/week (if applicable)
1	The teaching and learning activities require students to: - apply the 4 stages of negotiation to plan effective negotiation simulations - develop skills in applying the 4 stage approach in negotiations - use the language of negotiation creatively and appropriately - select suitable elements of communication (including body language, voice and word choice) in negotiations - - evaluate self and peer strengths and weaknesses in negotiation simulations	1, 2, 3, 4	

**Assessment Tasks / Activities (ATs)**

ATs	CILO No.	Weighting (%)	Remarks
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 Self critique Write an evaluation of your own performance in Negotiation Simulation 2	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

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**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

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**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

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**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

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**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

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**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

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**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 –

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**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

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**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

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**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

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**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

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**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

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**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

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**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

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**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

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### 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

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