

Justice Institute of British Columbia
COURSE OUTLINE

Course Code:	CCR207
Course Title:	Negotiating with Difficult People: Making it Hard to Say No
Prerequisite Courses:	CCR100 (formerly CR110A) or CCR101 (formerly CR110B), and CCR180 (formerly CR250) or CCR170 (formerly CR260)
School:	Community and Social Justice
Division/Academy/Centre:	Conflict Resolution
Previous Course Code & Title:	CR362-Negotiating with Difficult People: Making It Hard to Say No
Course First Offered:	June 1, 2008

# of Credits:	1.0
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Course Description:

This course is designed to help you understand your own reactions to difficult situations and develop skills to effectively overcome the obstacles to reaching successful agreements. At one time or another, everyone has had to negotiate with aggressive, critical or argumentative people. Decision-making and implementation are often derailed by entrenched, negatively focused, reactive responses to change and diversity. Trying to resolve issues with people whose behaviour we find challenging often brings us to the limits of our patience and interpersonal skill.

Course Goal(s):

At the completion of this 2-day (14-hour) course, the learner will be able to:

- Use an interest-based process to negotiate effectively with challenging individuals.

Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

1. Describe behaviours as process positions.
2. Overcome the obstacles to successful negotiation.
3. Deal with their own reactions to difficult people.
4. Disarm their opponent by stepping to their side.
5. Defuse defensiveness and resistance.
6. Create a favourable climate.

7. Bridge the gap between both sets of interests.
8. Implement the concept of us against the problem.
9. Enhance negotiating power consequences – BATNA
10. Control own behaviour – take time out.
11. Ask problem-solving questions.
12. Shift from positions to interests.
13. Reframe interests and behaviours.

Course Topics/Content:

- Five challenges in negotiating with difficult people.
- How to not react.
- Three kinds of tactics used.
- Buy time to think.
- Disarming and reframing.
- How to make it easy to say yes and hard to say no.

Text and Resource Materials:

Required:

Ury, William. *Getting Past No: Negotiating with Difficult People*. Logan Press. This manual will be provided to you on the first day of class.

Recommended:

Course Level:

X	First Year		Second Year		Third Year		Fourth Year
	Graduate		Other (describe):				

Equivalent Course(s) within the JIBC: None

Class Delivery Methods:

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	14			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	14			

Comments on Delivery Methods:

Course Grading System:

<input type="checkbox"/>	Letter Grades	<input type="checkbox"/>	Percentage	<input checked="" type="checkbox"/>	Pass/Fail
<input type="checkbox"/>	Complete/Incomplete	<input type="checkbox"/>	Attendance Only		

Passing Grade:	Pass
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Evaluation Activities and Weighting:

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	40%	Other	%
Quizzes/Test	%	Simulations	60%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighting: Criterion-referenced evaluation.

Other Course Guidelines, Procedures and Comments:

1 or 2-Day Course: Learners must attend the full course to receive credit.

All Courses: If the course involved a coached skills-practice simulation, the learner must complete the simulation, or they will receive a status of “no credit granted” for the course on their student record. This status can be upgraded to “credit granted” by attending a Use It or Lose It Clinic.

Course Outline Changes: All changes to course outlines communicated to learners in class.

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

Academic Regulations:

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy
Academic Progression Policy
Admissions Policy
Academic Appeals Policy
Evaluation Policy
Grading Policy

Student Policies:

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy
Harassment Policy – Students
Student Records Policy
Student Code of Conduct Policy

JIBC Core Competencies

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

Critical thinking

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

Problem solving

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

Communication, oral and written

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

Interpersonal relations

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

Leadership

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

Inter-professional teamwork

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

Independent learning

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

Information literacy

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.