

Global Business Skills: Planning and Negotiating Strategies

MGMT-X 460.961

Reg #: 366709

Units: 4

Course Description:

Conducting business across cultures is crucial for succeeding in today's highly competitive marketplace. This highly interactive, simulation-based course provides executives with the knowledge and skills to plan, work, and negotiate in the global marketplace. Topics include cultural differences as they affect international business, understanding hospitality and protocol, establishing trust and credibility, characteristics of a cross-cultural negotiator, concepts of win-win and win-lose, tactics and power strategies, and communication and persuasion strategies.

Objectives:

In order to succeed and flourish in a global marketplace, we need to build cross-cultural competence. Our understanding of basic values, beliefs, and biases that influence our business practices, as well as those of our business partners in other cultures is instrumental for planning strategies or negotiations and doing business anywhere in the world.

The goals of this course are:

- Increase the awareness of the cross-cultural aspects of doing business abroad Understand the impact of cross-cultural factors on negotiations
- Acquire practical knowledge for business interactions in international settings
- Enhance communication skills and increase confidence in dealing effectively across cultures Acquire pragmatic tools for international negotiations
- Simulate both the intercultural negotiation planning process and actual negotiation
- Develop expertise in building long-term business relationships that are mutually beneficial and profitable

Materials:

Getting Ready to Negotiate: Getting To Yes Workbook

Author: Fisher and Ertel

Publisher: Penguin Books

ISBN: 0-14-023531-0

Evaluation:

Grades are assigned based on points. All work will be graded within seven days of the due week. All work is recommended to be completed within the assigned week. However, you will have the chance to complete all work by end of the course. No extension to the work beyond the last day of the course.

Type	Weight	Notes
Lost Negotiation Case	7 points	Students will work in mini-teams on assigned negotiating cases and will present their team point of view and solutions.
Consultant Case	7 points	
Differences in Working Styles Case	7 points	
KVL - Madagascar Case	7 points	
Country Presentation Project	30 points	Participants will prepare and present a country specific project with the emphasis on business practices and cultural aspects of a particular country. These project presentations will be scheduled for weeks 2 through 10. The country choices, presentation schedule, and small groups (preferably 2-3 participants) will be negotiated and determined among participants and instructor during the first week class. (Only one presentation per country during duration of a course is allowed.) See the country presentation topic outline under the Modules, Week 1 link.
Mini-team Simulations and Participation	27 points	This course will be highly interactive as best learning about cross-cultural competence and foreign business practices does not occur just by reading and lecturing but rather by direct interactions and class simulations of real- life negotiations and business situations.
Final Quiz	15 points	During the last week of the course students will be able to take a quiz online on our course site. This quiz will assess participants' understanding and assimilation of assigned reading material, class lectures, and discussions. This quiz will contain primarily multiple choice and true/false questions.

Grading Scale:

A+	100.0%
A	96.0% - 99.0%
A-	90.0% - 95.0%
B+	87.0% - <90.0%
B	83.0% - <87.0%
B-	80.0% - <83.0%
C+	77.0% - <80.0%
C	73.0% - <77.0%
C-	70.0% - <73.0%
F	0.0% - <70.0%

All assigned course grades are final.

Course Policies:

- **Course Format: Web-Enhanced:** This course is primarily conducted through in-person course sessions, using Canvas (the learning management system at UCLA Extension) to access materials provided by the instructor. Course materials delivered through Canvas may include:
 - Course announcements and communications
 - Readings, links, videos, and other media
 - Assignment submission areas and grades

Please note that no hard copies of course materials will be made available in class; please print any reference materials necessary in advance of your course session. It is your responsibility to be aware of all assignments, due dates and guidelines.

Note the following points about online course components at UCLA Extension:

- Students must have basic computer skills, including the use of word processing software, email, and the ability to use internet browsers such as Firefox, Safari, or Chrome in order to complete activities and assignments in Canvas.
- Students should familiarize themselves with Canvas and are responsible for meeting the minimum technical requirements for using Canvas.
- **Planning Your Study Time:** To plan your study time, it is estimated that you will spend 3 hours per week "in class" with the instructor and approximately 7 additional hours per week outside of class studying for exams, reading, and completing assignments. Depending on the extent of your academic preparation and recent college-level coursework in this topic area, the amount of study time needed may vary considerably.

Institutional Policies:

- **Student Conduct:** Students are subject to disciplinary action for several types of misconduct or attempted misconduct, including but not limited to dishonesty, such as cheating, multiple submission, plagiarism, or knowingly furnishing false information to the University; or theft or misuse of the intellectual property of others or violation of others' copyrights. Students are encouraged to familiarize themselves with policy provisions which proscribe these and other forms of misconduct.
- **Services for Students with Disabilities:** In accordance with the Americans with Disabilities Act of 1990, UCLA Extension provides appropriate accommodations and support services to qualified applicants and students with disabilities. These include, but are not limited to, auxiliary aids/services such as sign language interpreters, assistive listening devices for hearing-impaired individuals, extended time for and proctoring of exams, and registration assistance. Accommodations and types of support services vary and are specifically designed to meet the disability-related needs of each student based on current, verifiable medical documentation. Arrangements for auxiliary aids/services are available only through UCLA Extension's Service for Students with Disabilities Office.
- **Incompletes:** Your instructor may post the interim grade Incomplete/I if at the end of the class your overall work is of passing quality but a portion could not be submitted for understandable

reasons (e.g. illness). It is your responsibility to petition your instructor for permission to submit work late and to provide an explanation, and it is his or her sole decision whether to accept the explanation. If permitted, the Incomplete/I grade will be posted and a time frame defined for you to submit the missing work, ranging from one to twelve weeks. Incomplete/I grades that remain unchanged after twelve weeks will lapse to F, NP or U. Receiving an I grade entitles you to submit only the missing work your instructor has agreed to accept late, and does not allow other work to be retaken or oblige UCLA Extension to provide continuing access to course materials via Canvas. The Incomplete/I grade is not an option for courses that do not bear credit, such as 700, 800, or 900-level courses.

- **All Grades are Final:** No change of grade may be made by anyone other than the instructor, and then, only to correct clerical errors. No term grade except Incomplete may be revised by re-examination. The correction of a clerical error may be authorized only by the instructor of record communicating directly with personnel of Student and Alumni Services.
- **Sexual Harassment:** The University of California is committed to creating and maintaining a community where all individuals who participate in University programs and activities can work and learn together in an atmosphere free of harassment, exploitation, or intimidation. Every member of the community should be aware that the University prohibits sexual harassment and sexual violence, and that such behavior violates both law and University policy. The University will respond promptly and effectively to reports of sexual harassment and sexual violence, and will take appropriate action to prevent, to correct, and when necessary, to discipline behavior that violates our policy. All Extension students and instructors who believe they have been sexually harassed are encouraged to contact the Department of Student and Alumni Services for complaint resolution.

About Your Online Course Materials:

Please note the following about online course components at UCLA Extension:

- Students must have basic computer skills, including the use of word processing software, email, and the ability to use internet browsers, such as Safari, Firefox, or Chrome.
- Students are responsible for meeting the technical requirements of Canvas and familiarizing themselves with the Canvas Learning Management System.
- Students are responsible for keeping a copy of all assignments and work submitted, and to be aware of all assignments, due dates, and course guidelines.
- Students are encouraged to keep and/or download a local copy of their assignment files, as **access to the online environment of a specific course is limited to 30 days after the final course date**, as listed in the course catalog.
- If you need assistance downloading student materials from your course, please contact Canvas Support or the UCLA Extension Learning Support Team.

Campus Safety Escorts:

For students taking classes held on the UCLA campus and in and around Westwood Village, the UCLA Police Department provides a free walking escort service every day of the year from dusk until 1 a.m. Community Service Officers (CSOs) are available to walk students, faculty, staff members and visitors to and from anywhere on campus, in Westwood Village, and in the village apartments. CSOs are uniformed students who have received special training and are employed by the UCLA Police Department.

Schedule:

When	Topic
Session 1	Developing Global Mindset
Session 2	Culture, Steps for Preparing to Negotiate
Session 3	Social Environment, Preparation Approaches
Session 4	International Business Etiquette & Practices, Negotiating Interests
Session 5	Negotiating Team, Negotiating Options
Session 6	Cross-cultural Communication, Negotiating Alternatives
Session 7	Language Barriers, Negotiating Legitimacy
Session 8	Dealing with Culture Shock, Negotiating Communication
Session 9	Women in International Negotiations, Developing Relationship
Session 10	Negotiation Stages, Ethics Overseas