

PC II Oral Exam Spring 2020: General Outline for Preparation Purposes

Below are the three parts of the exam and some points for discussion that could be raised. There are no new points. The discussion points relate only to information given for the case 'Who Owns Ideas' and for the main course text *Getting to Yes*, with possibly some brief consideration of secondary texts.

Due to time limitations (15 minutes in total), there may only be room to cover Part One and Part Two. Questions from Part Three will be asked only if time allows. This outline provides an overview only. The exam is oral. Questions are not issued in written form. Questions and responses are conducted in discussion format.

Part One - The case (5 - 6 minutes)

Question/discussion areas that will be drawn upon are as follows:

1. Overview: Give an overview of the case study "Who Owns Ideas?". Include case summary, key parties involved, key issues, key viewpoints on the topic.
2. Choose one of the parties in the case and describe what final recommendations you would make to help resolve the issue. (This doesn't have to be the same position you took in the written exam, however, that might be the most straightforward option). In your discussion say which party's viewpoint you represent (EITHER the Owners or the Web Designers) and give reasons for why you would recommend negotiating toward a certain course of action. Be prepared to discuss what ideas or considerations you might prioritize as important (as EITHER an owner or a web designer) and what you might be more flexible about in the negotiation in order to gain a 'win-win outcome' and a 'wise solution'. Give reasons for ideas in your discussion.

Part Two – Course material – *Getting to Yes* (5-6 minutes)

1. Discussion may be based on one or more of the following topics. (There is not sufficient time to discuss all topics).
 - The difference between 'Positional Bargaining' and 'Principled Negotiation' (Part One GTY)
 - Overview of the four tenets of principled negotiation
 - The first tenet – Separate the person from the problem
 - The second tenet – Focus on interests not positions
 - The third tenet – Invent options for mutual gain
 - The fourth tenet – Insist on objective criteria, both outside party control but also criteria mutually agreed upon by parties
 - Explain the importance of BATNA to negotiating

Part Three – General discussion (We may not reach this point) (3-4 minutes)

1. Talk generally about some interesting ideas you have gained in the course regarding negotiations
2. *Getting Past No* (GPN) - Give a general account of the 5 key ideas in GPN (NB: this can be based on your reading of the 2-page overview on Canvas)
3. Chris Voss' three Key tips for negotiation/communication: Give an overview of the three tips and discuss how they might improve negotiation skills and capacity

Assessment Criteria

Response to task:

- Knowledge of the writing exam case and capacity to discuss case details and issues with insight and consideration of different viewpoints
- Knowledge of the course material, in particular *Getting to Yes*, and capacity to discuss the text in detail in a reflective, insightful manner as well as relate the various principles to the case
- Ability to reflect upon course material or given topics using apt terminology and critical consideration
- Regular and relevant reference to the course text or use of examples from the text or the case to help illustrate ideas
- Some capacity to reflect upon other reference and researched material that has helped inform ideas on management of the exam case study

Lexical Resource

- Use of apt terminology relevant to the course case and course material
- Apt use of discourse markers (transition markers/linking terms) to help structure oral presentation of ideas in fluent, clear expression using apt range of cohesive devices
- Use of nuanced language (language of meetings) to soften or intensify expression of ideas
- Demonstrated understanding of the subtle use of language to 1) build a positive meeting environment; 2) facilitate 'win-win' outcomes; 3) develop and sustain rapport for long-term professional relations

Pronunciation/Delivery

- Fluent, clear oral expression
- Apt use of tone, inflection, emphasis, stress - to shape ideas and convey message effectively

Preparation and Delivery

- Knowledge of material and preparedness to consider a broad range of questions
- Spontaneous capacity to respond to questions and engage willingly in discussion
- Willingness to speak and develop ideas in a reflective, insightful manner

Grammatical Range and Accuracy

- Clear, fluent expression
- Appropriate sentence structure
- Accurate grammar