



Course Title: Critical Communication Skills in Negotiation

Course Code: BUS 283

Instructor Name and Bio: Grande Lum

Grande Lum is a co-founder and a Senior Advisor at Accordence, Inc., a consulting and training firm dedicated to enhancing negotiations, influence conversations and other communication for better outcomes. Grande also is a Senior Partner at Rebuild Congress Initiative, a program of the Harvard Negotiation Project and Issue One, as a senior partner. The Rebuild Congress Initiative (RCI) creates opportunities for cross-partisan stakeholders to explore and act on the conditions necessary to strengthen Congress and our democratic institutions and ensure a resilient America. In addition, Mr. Lum is a Research Fellow at Stanford Law School.

Prior to RCI, Grande Lum was the Provost and Vice President of Academic Affairs at Menlo College in Atherton, California. Before joining Menlo, he was Director of the Divided Community Project (DCP) at the Ohio State University Moritz College of Law. He served as Director of the Department of Justice's Community Relations Service (CRS), nominated by President Obama and confirmed unanimously by the U.S. Senate. He guided CRS through prominent conflicts between law enforcement and race during his tenure, including addressing communities after tragedies in Ferguson, Missouri and Baltimore, Maryland. Prior to this position, he was director of the U.S. Small Business Administration Historically Underutilized Business Zone Program, running a \$8 billion annual federal contracting program. He previously held the post of Clinical Professor and Director of the Center for Negotiation and Dispute Resolution at University of California Hastings College of the Law.

Grande Lum is author of several books: *The Negotiation Fieldbook* (McGraw-Hill 2nd ed. 2010), *Tear Down the Wall – Be Your Own Mediator in Conflict* (Optimality Press 2012) and *America's Peacemakers: The Community Relations Service and Civil Rights* (University of Missouri Press, 2020. Co-authored with Bertram Levine).

Mr. Lum received his J.D. from Harvard Law School.

Class Sessions and Recording

Meeting days and times: May 5-6, 2023, Friday and Saturday, 9:00 am–12:30 pm (PT)

Meeting location: Zoom (details will be shared with registered students prior to first class meeting)

The class sessions will be recorded. However, the sessions are extremely interactive and live attendance is strongly recommended.

Please contact the Stanford Continuing Studies office with any questions
365 Lasuen St., Stanford, CA 94305
continuingstudies@stanford.edu
650-725-2650

Course Features:

- Live session
 - Lecture, discussions, practice time for students, Q&A
 - Requires interaction and active participation
- Assignments & Coursework
 - Pre-reading and materials posted in Canvas for bringing to class
 - Instructor will hand out some materials

Course Summary

Everyone will benefit from this course to enhance communication skills when negotiating, influencing, and making agreements in all areas of their lives. No prior knowledge or skills are needed.

**Please see course page for full description and additional details.*

Grade Options and Requirements

Due to its short format, this course may not be taken for Credit or a Letter Grade. If you require proof of participation, your instructor will provide Certificates of Attendance. Please contact the instructor after completing the class. The Continuing Studies office does not issue these certificates.

Textbooks/Required Materials

No required textbooks or materials.

First Assignment

Prior to the session, please read *The Tension Between Empathy and Assertiveness* by Robert H. Mnookin, Scott R. Peppet and Andrew S. Tulumello and *Managing Negative Communication* by Jessica Notini. Readings will be posted online.

Tentative Outline

Morning:

Introductions and Overview

Active Listening

Collaborative Framing of Issues & “I” statements

12:00 - 1:00 Lunch

Afternoon:

Difficult Conversation Principles and Managing Negative Communication

Reframing

Effective Questions

Put it All Together in a Negotiation Role Play

Wrap-Up

Individual Learning/Program Evaluations

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