



Jeffries, Francis

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Negotiation/Conflict Mgt

UNIVERSITY OF ALASKA ANCHORAGE

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Would you recommend this instructor to another student (why or why not)?

- yes because he conveys the material well and is entertaining during class

- I was impressed with the instructor's ability to capture the attention of the class and create an environment where we desired to learn and excel. I would encourage this professor to continue with the same level of energy and care with all future classes, as he expressed for ours. The ethical debates were a perfect example of being flexible and creative in helping students to better understand principles and apply real life lessons. Thank you for all your hard work, Nate McDonald (and I'm sure Shannon would agree too.) I think it is obvious that I would definitely recommend this class to every person I could, and encourage them to seek out this instructor.

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- Yes, I would recommend Prof. Jeffries to any student! He is a great instructor very animated which keep class interesting.

- I would (and have) recommend this instructor to other students. He works hard to be the best that he can be at his job and he really cares whether or not his students learn something from him.

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- I would definitely recommend this instructor to another student. He inspires you to want to learn, and to do your very best. It is also a treat to have an instructor that keeps you interested at eight in the morning!

- Definitely. He was outgoing, interesting and informative. He gave many real life examples to help make the text understandable and in order to have the coursework sink in. The way he teaches helps students to learn things that will stick with them for life —not just until after the exam.

- yes because he showed that what he teaches can soon be a real experience

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- Yes because she cared that each student understood the material. She was willing to do what she needed to so that the student could make the grade.

- Yes! the instructor is fun, entertaining and interested in the overall success of students.

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- Yes because other than his continuous reminder of being a "jerk" the class was enjoyable.

Would you recommend this instructor to another student (why or why not)?

- yes, this man has both knowledge of subject matter and the ability to teach it to others. he is a very harsh on grammar in writing assignments, which is good. however, he does not realize that in what is called a "hypothetical tense" a single entity (such as a good negotiator) can be referred to using the word "they". this is not a pluralization if you are writing about a hypothetical or theoretical situation. for example one might say "The next person to come through that door had better be ready to explain their tardiness". it would be incorrect to say " If Jon comes through that door he had better be ready to explain their tardiness". the fact that the entity is given an identity that is singular is what makes it incorrect to use forms of they, because the entity is no longer hypothetical (even if the situation still is). i am not claiming to have a truly better grasp on the English language than this instructor, but i do have a better grasp of this particular rule than he does.
- I would recommend this instructor. The fact that he uses exercises to teach makes the class more fun than it would be if he just lectured. Negotiation is an important skill, and he does a good job letting one practicing it.
- Absolutely. Dr. Jeffries is a fantastic instructor. He has been doing this for a long time, and the class is perfectly structured. Everyone learns something with every negotiation. People who really want to learn something –can.
- Yes, he is full of energy and knows his material. This was an early morning class, but students were able to remain focused as a result of his energy and comical nature.
- I would because Prof Jeffries challenges each of his students to do their best. It was great for a professor to have a high level of expectations and to give the students the tools and knowledge to meet that level of expectations.
- Yes, absolutely.
- Yes, for sure!!! He is very interested in students and cares about what you actually have to say
- Yes, Mr. Jeffries was energetic and excited to teach the students about negotiation
- Absolutely. Professor Jefferies was the best instructor I've had at UAA. He made class fun, and used role plays to teach and give us hands on experience.
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What is your opinion of the materials used in the class?

- the role–plays were usefull
- All comments are included above in one paragraph.
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What is your opinion of the materials used in the class?

- The materials were fine. The books were kind of boring, but you get that with most books. The cases were great and really helped to illustrate the readings.
- The materials were adequate.
- Not only was the teacher excellent, but I think that the course materials were excellent as well. The use of both books was great. When we were assigned chapters to read, the book was so good I could not put it down. The books used for this course were one of the best books I have read while obtaining my bachelor's degree.
- the materials he used helped me gain knowledge of my capabilities as a negotiator
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- The book was sometimes difficult to follow, but it was rarely used in class.
- Great text! easy to read and very informative.
- good. the text book is completely devoid of pictures. it has been proven that purely visual stimuli interspersed with contextual subject matter is more conducive to successful retention of said contextual subject matter than identical contextual subject matter alone. text books with pictures are better than text books without.
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- Powerpoint slides helped especially having access to them via blackboard.
- Good use of powerpoint and the board.
- Materials were great. I would only suggest that Dr. Jeffries emphasize those readings that are most important. Obviously some were more useful than others. The boring readings really interfere with motivation to read the important stuff until you are cramming for the tests.
- The negotiations were very beneficial. It was helpful to get out there and try negotiating ourselves.
- i enjoyed to role plays and the cases in the text book
- Excellent materials.
- The materials were good, very hands on and easy to learn
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- The books are useful for the case readings, the powerpoints were great
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If you could change one thing about this class, what would it be and why?

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If you could change one thing about this class, what would it be and why?

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- Use the mediator for the mining company negotiation. See if students can find common goals on their own during the CCC negotiation.
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- I didn't care for the book. I think if the two books were combined into one it would make reading and looking up info easier.
- I would recommend a weekly "quiz" so that students are accountable for reading the material, spend less time lecturing and more time doing negotiations. I really got more from the actual negotiations than I did from lecture.
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- I would have the journal entries due after each negotiation, rather than all at once at the end. I feel that they would be more beneficial if they were done immediately after each negotiation.
- We had a syllabus that was mistakenly incorrect. Other than that I would not change a thing. The group work, in-class negotiations, debriefings, & course material discussions/lectures all worked extremely well together.
- lesser multiple choice questions in the test
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- The amount of information that is taught. Although we are in calculus business calculus is a makeup of several calculus classes.
- Nothing!
- the final exam was given at 7:00 in the morning. when scheduling is detrimental to human performance in something that matters, such as a final exam, the person in charge of scheduling has made a mistake.
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- The time of day it is instructed.
- nothing
- Actually, Feedback about performance during negotiations would have been helpful. I understand the difficulties involved, and that it is impossible to do fairly, but it would have been helpful. I just don't know how I would have done it either.
- The time of day. I have been putting this class off for a couple semesters now because it is only offered at 8:30AM. Finally, I had to give in.

If you could change one thing about this class, what would it be and why?

- I would change the due date of the journal assignment to before the Thanksgiving Holiday break. This would allow students to work on it continuously and get rid of the crunch at the end of the semester.
- More class involvement.
- I think the journal articles are good to do, but they were worth such little points, it was really discouraging to see that you worked so hard on it and it was only worth 1 point. :(
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- Offer it later than 8:30 am, the class would be more active.
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Comments: Use the space provided in the text area below for your comments.

- Great job —keep up the good work.
- Great class! Keep up the good work!
- the fact that this class only had one section available this semester made it difficult to get in to. the fact that it was so early in the morning was also unfortunate. i would like to see more sections of this class available if, and only if, those sections can be taught by this instructor. please do not bring in an additional instructor of lesser caliber. that would be a step in the wrong direction.
- Thanks! I took way more than expected out of this course. Dr. Jeffries has also earned the highest ratings I have ever given a professor in these feedback surveys. I am a hard grader, and I always believe in room to develop, but Dr. Jeffries has already developed into a master. He has very little left to improve. Firm but fair comes to mind. Don't change anything, people who complain (including me) should know we could have worked harder to meet the demanding expectations. It was a pleasure!
- Great class, excellent professor!
- Mr. Jeffries is an awesome teacher. This class was spectacular. This class is tied with Applications Management for my favorite class ever taken at UAA. I believed that I learned more in this class than I did in all courses last year combined. Mr. Jeffries provided us with the type of course that I feel we should be taking at UAA: intellectual and applicable to work and life. The negotiations were amazing. I learned so much about myself through the entire negotiation process. I learned about how I felt going into a negotiation, how to prepare, how to deal with human interactions, and how to analyze my performance and the other party's performance after the fact. We thoroughly discussed every aspect of these issues: emotions, preparation, and relationships. This class is going to be the most valuable to me in terms of my overall education and future career. Another great thing about Mr. Jeffries was his encouragement to use these ideas in everything we did. I used it in my role in student council and my job and got continual compliments and better evaluations. Thanks to Mr. Jeffries. Another student just told me that because of Mr. Jeffries' negotiations class, she negotiated a higher salary which was \$8700 more than the initial offer. I'm very optimistic about using things I used in this class. Only criticism: more class involvement in discussions. It was little lack luster when it came time to overall discussions. I think that this was due to a few students who were dominant in all conversations so it may not have been Jeffries fault. Thanks to Mr. Jeffries. He is hilarious and very personable. He is one of the only teachers who continually referred to his personal life and career which made the

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students and I think harder about concepts and allowed us to ask real life questions. Mr. Jeffries, you are a cool dude and I loved your class. Thanks to you, I'll probably be President of our student council next year because I have used everything you taught me.

- I really enjoyed this class, you learned and grow a lot and have a good interaction with the professor he is very approachable