Coaching Learners to Develop their own Case Studies with AI

Course Subject:	Negotiation
Student Level:	Undergraduate, online
Number of Students:	10-30
Developed by:	[Charles Findley](#), Lecturer, Digital Communication and Media, College of Professional Studies

What Students Did

Students used generative AI to develop case studies using a set of provided information, integrated course concepts into the cases, and presented the cases to fellow students for analysis and discussion.

Learning Goals and Purpose

The overarching goal of this assignment was for students to demonstrate a deep understanding of how course concepts and contingencies can appear and interact in different contexts.

Case studies, simulations, and role-play activities are essential strategies for supporting the process of learning negotiation concepts and skills. Well-developed case studies enable students to demonstrate conflict analysis and negotiation planning abilities in concrete and experiential ways. Across my course, students are provided many case studies for different activities, but this assignment requires them to create one themselves, which demonstrates an even deeper level of understanding about how the concepts and contingencies can appear and interact in different contexts.

Assessment

Students presented their final case studies in two formats, a PowerPoint presentation and a written report that includes an executive summary, outline, introduction, case narrative, and conclusion with a call to action. Students were required to develop a rich background to create the case, including things like the general context, the identities of the parties involved, their motivations, the decisions facing the parties, etc. They submitted all this with the narrative that they developed in consultation with an AI tool. They also submitted transcripts of their engagements with the AI to show how much was generated by the tool and how much they edited, corrected, embellished, and improved on what the AI produced. An assignment rubric–focused primarily on comprehensiveness of student analysis and their use of prompts–was used to evaluate all three components of the case creation process.

Faculty Reflections

This assignment helps keep students' focus on the concepts and analytical processes that are central to the class and removes the heavy lifting of creating the narrative itself. It's the conflict details and negotiation ideas that are most important. This assignment is also in constant evolution as AI capacities–and our abilities to use them–grow.

Step-by-Step Directions for Students

NOTE: See linked example of this assignment below, under Related Materials.

Step 1	Using a Background Research Questionnaire, work in small teams to specify the necessary details of a case that involves a dispute, including: (1) identities of the parties, (2) details of the present context, (3) the decision facing the parties, (4) the goals structures in play, (5) perceptions of power in the relationship, (6) messages and actions that have occurred, (7) problem solving strategies in play, and (8) the motives and underlying feelings of those involved. This information can be hypothetical, but it is best if the case is real and one of you has personal knowledge of it or has a connection they can interview.
Step 2	Enter all the information from the Background Research Questionnaire into a generative AI using the following prompt: Write a detailed narrative (story) of the conflict using the provided data, including the identity and background of the parties, their relationship and context, nature of the dispute, interests, incompatible goals, power dynamics, actions, sample dialog from messages as reported speech or internal thoughts from the parties, and motives and interests, and Problem-solving strategies. The narrative should be 600 words. The narrative should be an interesting story about people that will motivate the reader to think about how to solve the problem faced by the two parties.
Step 3	Use what the AI provides to create a draft presentation of the Case Narrative, share it with the class via a narrated PowerPoint file, and receive feedback from peers and the instructor.

Step 4	Incorporate the feedback received and submit the following materials for grades:
	
	    1. Executive Summary
	    2. Content Outline
	    3. Introduction
	    4. Case Narrative (a comprehensive overview of the conflict)
	    5. Conclusion
	    6. Appendix A–Background Research Questionnaire
	    7. Appendix B—Transcript of Chatbot Conversation
	
	The total report (excluding appendix) will be 600 words.

Step 5	Share the final Case Narrative by posting to a Canvas discussion board.

Step 6	Review other students' cases and answer the following questions:
	
	Identify and define the nature of the dispute as you see it.
	    1. What are the events leading up to the present conflict?
	    2. Who are the people and how do you separate them from the substance of the problem?
	
	Were both parties treated fairly? Explain.
	
	What are the interests of the different people?
	    1. Analyze the case from the perspective of one party.
	    2. Analyze the case from the perspective of the second party.
	
	What options or possibilities might you use to create a win-win solution that satisfies the interests of all parties?
	    1. Generate a number of position solutions. These are hypothetical possible solutions that the parties might consider.
	    2. Evaluate the Alternative Solutions—which of the hypothetical solutions will work and which won't and why do you think they might be successful and why not?

| | Based on your analysis, what is the best solution? Explain.

These answers are graded using a rubric. |
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Related Materials

- [Example Dispute Observation and Conflict Resolution Case Assignment: Final Project](#)