




Duke University - Course Evaluations




Pratt EGRP Course Evaluations - Spring 2025

Course: EGRMGMT-514-01: NEGOTIATION/CONSULTATIVE SALES.EGRMGMT-514-01.
Instructor: Katharine Amato *
Response Rate: 15/16 (93.75 %)




1 - Thank you for completing an evaluation. Your constructive comments and ratings will be helpful to the faculty for improving this course for future students, helpful to the Duke administration for faculty promotion and awarding teaching-based recognitions, and helpful to other students considering enrolling in this course.

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
I understand the purpose of course evaluations.	(1)	15	100.00%					
					0	25	50	100
					Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall	Mean	STD	Median	
15/16 (93.75%)	1.00	0.00	1.00	938	1.00	0.00	1.00	




2 - The goal of evaluations is to help instructors identify which aspects of the course are most effective and which aspects could be productively changed. Please do your best to focus on the course components and learning environment, and avoid superficial comments that are not relevant to the learning environment (for example, comments about the appearance of the instructors or personal attacks are not helpful or appropriate).

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
I will do my best to be constructive.	(1)	15	100.00%					
					0	25	50	100
					Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall	Mean	STD	Median	
15/16 (93.75%)	1.00	0.00	1.00	947	1.00	0.00	1.00	




3 - Prior research has identified biases in course evaluations related to instructor gender, age, race, ethnicity, sexuality, or other aspects of identity. Keep this in mind when reflecting on your course experience, and do your best to minimize the influence of any particular instructor identities on your evaluation.

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
I will do my best to avoid potential biases.	(1)	15	100.00%					
					0	25	50	100
					Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall	Mean	STD	Median	
15/16 (93.75%)	1.00	0.00	1.00	943	1.00	0.00	1.00	

4 - When answering questions that refer to "learning," please consider the relevant aspects of learning that are specific to this course (for example, acquisition of skills and methodology, retention of course content, new ways of thinking, or anything else that the course offered).

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
I understand.	(1)	15	100.00%					
					0	25	50	100
					Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall	Mean	STD	Median	
15/16 (93.75%)	1.00	0.00	1.00	939	1.00	0.00	1.00	

5 - Overall Appraisal Give an overall rating for the quality of this course (e.g., content, structure, approach, educational value).

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Very poor	(1)	0	0.00%					
Poor	(2)	0	0.00%					
Adequate	(3)	1	6.67%	■				
Good	(4)	1	6.67%	■				
Excellent	(5)	13	86.67%					
					0	25	50	100
					Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall	Mean	STD	Median	
15/16 (93.75%)	4.80	0.56	5.00	949	4.24	0.88	4.00	

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Response Rate: 15/16 (93.75 %)

6 - Please elaborate on your impressions of the quality of the course.

Response Rate 13/16 (81.25%)

- I genuinely enjoyed this course a lot.
- Great content and combination of lecture and case study. I think that the course is centered around a lot of idealist views of negotiations and not necessarily realistic. I think that it could be beneficial to simulate more realistic temperaments regarding negotiations in the class activities.
- I really like how the course started off with simple negotiations and improved. Very good quality, taught me how pursued people in the more simple and easy way
- Kathie provides the class with a bunch of knowledge about negotiating, taught through the lens of consultative selling, and being able to put that knowledge to the test in our weekly negotiation role plays, and building my skills, has been very rewarding. I now feel much more confident not only in my skills as a negotiator, but also just in communicating with others in general!
- The course is very engaging. Mock negotiations and discussions are really helpful.
- Course is very interesting considering all in class activities, more like practical based than theory.
- I loved the course as it was focused on practical learning than conceptual learning. Negotiations and Sales are definitely something one cannot learn theoretically and I'm glad that there were activities in every single class to help us learn all the concepts and apply them in real life which enhanced the learning experience.
- It was a demanding course. I had heard that it was meant to be demanding. But it was worth it and very well structured. I felt that Prof Amato's way to teaching and organization of the course makes it one of the best I have taken.
- The Negotiations course ended up being one of the most useful and surprisingly fun classes I've taken. It wasn't just about learning theories—we were constantly putting ourselves in real-life scenarios, from negotiating job offers to striking business deals. I really enjoyed how interactive it was; every week felt like a new challenge, and I could see myself improving with each round. It pushed me to think more strategically, listen more actively, and find creative ways to build value on both sides. Overall, it was a really well-run course that gave me practical skills I know I'll use long after graduation.
- I am impressed by the professor. She prepares for the class a lot, and she is willing to teach students new concepts and give help, too. TAs are helpful too. This class is the best class I've taken during my Duke MEM program. Thank you.
- The course structure covers important aspects related to negotiations and consultative sales. Design of the course gives the students an opportunity to think, understand and then apply the concepts via the in-class exercises. This allows us to introspect and reflect on the skills developed during the course. However, the course becomes assignment heavy because of multiple submissions each week. While the amount of effort that goes into into these submissions is less, during time crunch, they start to overwhelm students.
- Negotiations is a very interactive course where you learn things by actually doing them. This is what I like the most about it. The concepts you learn in class you apply in the next negotiation and actually learn how it could be used in many different ways while discussing with peers and Kathie after negotiation is over.
- I found this class to be one of the most intriguing courses I've taken at Duke. I really like the class structure and how we are able to learn through practice. I believe this is the best way to develop negotiation skills. However, I do think the workload can feel heavier than expected at times. I remember there was one week when we had four written assignments on different topics. I think the assignments could be distributed more evenly throughout the course.

7 - Give an overall rating for quality of the instructor, Katharine Amato (e.g., presentation, knowledge, fairness, responsiveness). -

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Very poor	(1)	0	0.00%			4.87	4.44	
Poor	(2)	0	0.00%					
Adequate	(3)	1	6.67%					
Good	(4)	0	0.00%					
Excellent	(5)	14	93.33%					
				02550100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	4.87	0.52	5.00	1217		4.44	0.80	5.00

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Response Rate: 15/16 (93.75 %)

8 - Please elaborate on your impressions of the quality of the instructor, Katharine Amato. -

Response Rate	11/16 (68.75%)
<ul style="list-style-type: none"> Kathie is great, there is nothing else to say Very good, i have taken all the courses kathie has taken and i think i am a huge fan of her. Love the way she teaches. One of the best things i have learnt from her is to ask question , listen to people with empathy. The way she asks us to make slides are very helpful in the corporate world. Kathie sets her students up for success. She provides us with all of the necessary information and frameworks to succeed, and then it is up to us to apply what we've learned in order to develop as negotiators. Additionally, she really knows how to pick TAs; this class' TAs have been the most helpful and engaged out of any course I've had in the MEM program. They do far more than just grade our assignments and we actually see them each class, which makes them more than just faceless names we see popping up on canvas. She is always passionate about teaching. I learned a lot by simply focusing on the lecture. Prof Kathie's quality of instruction is amazing, recently her guidance regarding presentations were quite insightful cause eventually down the time in corporate world presentations are important. Talking more about teaching methods, she gives amazing real time examples and helps understanding better clarity. Professor Kathie is an impressive instructor. She has designed the course very well and helps us a lot through the course. Her teaching style and communication is very clear which makes us understand the concepts easily. She is definitely a professor to look up to in the department. She is also very approachable and helps us outside the classroom with any issues we might have. She is the most organized person I have ever met. She includes all the elements of immersive teaching in her course and does the best to create a more interactive environment in the class. I really enjoyed learning from Katharine Amato. She made the course feel both structured and engaging, and her insights during the debriefs always pushed me to think deeper about my approach. She explained concepts clearly and brought in real-world examples that made everything more relatable. It was clear she genuinely cared about our growth, and that made a big difference in how much I got out of the class. She focuses on the learning process and critical thinking about the negotiations rather than just grades. Prof Kathie pays attention to each individual in class, encouraging every student to put forth their views and provides us a platform for open dialogue which helps in building our personality and confidence. I really love the way Kathie teaches this course. She is an amazing professor. Her way of designing this course and making us think through each and every thing we do is really good. 	

9 - Would you recommend this faculty member, Katharine Amato, for a Pratt Teaching Award? -

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Yes	(1)	15	100.00%	<div><div></div></div>	<div><div></div><div>1.00</div><div>1.27</div></div>			
No	(2)	0	0.00%	<div><div></div></div>				
					0	25	50	100
					Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall	Mean	STD	Median	
15/16 (93.75%)	1.00	0.00	1.00	1181	1.27	0.45	1.00	
<ul style="list-style-type: none"> Kathy has been a very influential professor, she challenges the way I think and brings lots of industry experience to the table. In addition she truly cares about her students and I have seen multiple examples of that. She prepares us to the real world- even with being on time, the accuracy in fonts , slides and ppt. I think this is something that i was looking forward to gain before i came here. I am s happy i gained it so this is the reason i think she deserves it Kathie is absolutely devoted to her students, and brings a wealth of industry experience to this course, which enables us to succeed both in the course and actually out in the real world. Her courses are constantly evolving and feel very up to date. She keeps us engaged and pushes us to grow in both the skills taught in the class, and also as people! She cares about students, always tries to encourage students. Highly recommended ! She has created a very unique course that blends very well with the learning requirements of the topics. One of the best things I've noticed is that she personally knows every student in the class very well and understands our strengths and weaknesses, she puts in the effort to ensure every has a great learning experience in the class. She deserves it. This is the only class I have taken this semester and I think that Prof Amato surely deserves this award. I believe Katharine Amato is truly deserving of an award because of the supportive, engaging, and intellectually stimulating environment she created in the classroom. Her ability to break down complex negotiation concepts and guide us through real-world scenarios made the learning experience both practical and memorable. She genuinely cared about our growth, consistently went above and beyond in her feedback, and inspired us to become better communicators and problem-solvers. Yes, she deserves it. Her teaching style is very creative and engaging which motivates us to b present and participate with full enthusiasm, thus benefitting the students in long run. She is very professional, punctual , knowledgeable and also is actually concerned with what students give as a feedback. She is always there to help whenever we need her and guides us at each step be it professional, personal or any other problem. 								

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Response Rate: 15/16 (93.75 %)

10 - Self-EvaluationHow many hours per week, on average, did you spend outside of scheduled class (including labs) on this course?

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
3-6 hours per week	(1)	4	26.67%					
6-9 hours per week	(2)	9	60.00%					
9-12 hours per week	(3)	1	6.67%					
12-15 hours per week	(4)	1	6.67%					
15+ hours per week	(5)	0	0.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	1.93	0.80	2.00	938		2.01	1.11	2.00

11 - How difficult was this course for you?

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Very low difficulty	(1)	0	0.00%					
Low difficulty	(2)	5	33.33%					
Moderate difficulty	(3)	7	46.67%					
High difficulty	(4)	3	20.00%					
Very high difficulty	(5)	0	0.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	2.87	0.74	3.00	943		2.83	0.94	3.00

12 - What level of critical thinking did this course require?

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Very low	(1)	0	0.00%					
Low	(2)	0	0.00%					
Moderate	(3)	2	13.33%					
High	(4)	7	46.67%					
Very high	(5)	6	40.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	4.27	0.70	4.00	940		3.50	1.05	4.00

13 - What was your interest level in this course topic at the beginning of the semester?

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Very low	(1)	0	0.00%					
Low	(2)	0	0.00%					
Moderate	(3)	3	20.00%					
High	(4)	6	40.00%					
Very high	(5)	6	40.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	4.20	0.77	4.00	941		3.55	1.03	4.00

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Response Rate: 15/16 (93.75 %)

14 - What is your interest level in this course topic now?

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Very low	(1)	0	0.00%					
Low	(2)	0	0.00%					
Moderate	(3)	2	13.33%					
High	(4)	5	33.33%					
Very high	(5)	8	53.33%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	4.40	0.74	5.00	942		3.76	1.06	4.00

15 - How often did you attend class (either live or asynchronously)?

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
More than 95% of the time	(1)	14	93.33%					
85-95% of the time	(2)	1	6.67%					
75-85% of the time	(3)	0	0.00%					
50-75% of the time	(4)	0	0.00%					
0-50% of the time	(5)	0	0.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	1.07	0.26	1.00	942		1.32	0.70	1.00

16 - What grade do you expect to receive in this class?

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
A	(1)	15	100.00%					
B	(2)	0	0.00%					
C	(3)	0	0.00%					
F	(4)	0	0.00%					
Other	(5)	0	0.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	1.00	0.00	1.00	940		1.17	0.54	1.00

17 - Appraisal of Learning

The readings supported the objectives of this course.

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Strongly agree	(5)	12	80.00%					
Agree	(4)	3	20.00%					
Neutral	(3)	0	0.00%					
Disagree	(2)	0	0.00%					
Strongly disagree	(1)	0	0.00%					
N/A	(0)	0	0.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	4.80	0.41	5.00	936		4.43	0.84	5.00

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Instructor: Katharine Amato *
Response Rate: 15/16 (93.75 %)

17 - Appraisal of Learning

The assignments and projects supported the objectives of this course.

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Strongly agree	(5)	13	86.67%					
Agree	(4)	1	6.67%					
Neutral	(3)	1	6.67%					
Disagree	(2)	0	0.00%					
Strongly disagree	(1)	0	0.00%					
N/A	(0)	0	0.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	4.80	0.56	5.00	933		4.42	0.87	5.00

17 - Appraisal of Learning

The class discussions and/or lectures supported the objectives of this course.

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Strongly agree	(5)	13	86.67%					
Agree	(4)	2	13.33%					
Neutral	(3)	0	0.00%					
Disagree	(2)	0	0.00%					
Strongly disagree	(1)	0	0.00%					
N/A	(0)	0	0.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	4.87	0.35	5.00	935		4.41	0.90	5.00

17 - Appraisal of Learning

I would recommend this course to future students.

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Strongly agree	(5)	14	93.33%					
Agree	(4)	1	6.67%					
Neutral	(3)	0	0.00%					
Disagree	(2)	0	0.00%					
Strongly disagree	(1)	0	0.00%					
N/A	(0)	0	0.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	4.93	0.26	5.00	934		4.33	1.00	5.00

17 - Appraisal of Learning

The evaluation method (exams, homework, etc.) matched the objectives and content for the course.

Response Option	Weight	Frequency	Percent	Percent Responses	Means			
Strongly agree	(5)	9	60.00%					
Agree	(4)	5	33.33%					
Neutral	(3)	0	0.00%					
Disagree	(2)	1	6.67%					
Strongly disagree	(1)	0	0.00%					
N/A	(0)	0	0.00%					
				0 25 50 100	Question	EGRP Overall		
Response Rate	Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)	4.47	0.83	5.00	929		4.37	0.93	5.00


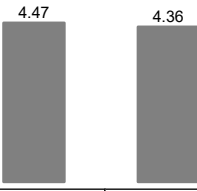
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Response Rate: 15/16 (93.75 %)

17 - Appraisal of Learning

The evaluation method (exams, homework, etc.) for this course was fair.

Response Option	Weight	Frequency	Percent	Percent Responses	Means				
Strongly agree	(5)	10	66.67%		4.47		4.36		
Agree	(4)	3	20.00%						
Neutral	(3)	1	6.67%						
Disagree	(2)	1	6.67%						
Strongly disagree	(1)	0	0.00%						
N/A	(0)	0	0.00%						
				02550100	Question	EGRP Overall			
Response Rate		Mean	STD	Median	EGRP Overall		Mean	STD	Median
15/16 (93.75%)		4.47	0.92	5.00	931		4.36	0.96	5.00

18 - Open-Ended QuestionsWhat parts of the class were most useful for you? Why?

Response Rate 13/16 (81.25%)

- I think personally the negotiations were really fun.
- The in class negotiations were the most useful as I got to truly exercise and further develop my skills.
- I LEARNED HOW TO NEGOTIATE! I used this in negotiating my internship salary. BEST LEARNING! SO HAPPY
- The weekly negotiations, and especially the preparation documents we had to write before each one. We applied our skills in real-time, and Kathie always had a plan for what we were supposed to get out of each negotiation. Each week, the negotiations would build on our skills as Kathie carefully progressed us through more complex scenarios. The prep documents helped us organize our thoughts and enabled us to succeed each week, and then the post-negotiation debriefs would always end up presenting us with some insightful ideas to take forward into future negotiations. These were some of the most rewarding assignments I've had in my entire time in the MEM program!
- Negotiations we did in-class are most useful. It helped me to quickly understand and practice negotiation concepts and methods.
- Inclass activity was the most useful cause this help understand other folks perspective and learn something new from that approach.
- - Class case studies / activities - very well aligned with the topics taught which enhances our ability to learn them better and remember them. - Post activity discussion - learning from everyone's experiences and understand various perspectives to get better.
- I felt that the very practice of performing negotiations in the class were the ways we trained our minds to what was taught. Like many things in life, we learn most by doing.
- The most useful part of the class for me was the weekly negotiation simulations. They gave me a chance to apply what we learned in real time, adapt my strategies on the fly, and reflect on what worked and what didn't. The debrief sessions that followed were just as valuable—they helped me understand the bigger picture, recognize patterns in my approach, and learn from my classmates' experiences too. This hands-on, reflective structure really helped me grow.
- The negotiations each week are interesting to me. The final presentation project was a great learning experience of learning negotiation from case study and comparing the past and my decision.
- The in class exercises and debriefing of all the cases was most useful as they allowed me to understand the right and wrong applications of concepts learnt.
- The in-class negotiations which took place every week and the discussions after it were really helpful because it taught us a lot of things.
- The in-class practice and the reflections we wrote for those practices were the most helpful parts for me. That's because negotiation feels more like a skill than just a set of knowledge. I understand there are some concepts and frameworks that are important to remember, but at the end of the day, it's really about practicing and learning from experience. Those practices gave me try different approaches and reflect on what worked and what didn't. I found these practices are much more valuable than just reading or listening.

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Response Rate: 15/16 (93.75 %)

19 - What parts of the class were least useful for you? Why?

Response Rate	11/16 (68.75%)
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- Nothing really
- The preparation documents and reflection documents, they added little to no educational value. I don't believe that it is kathy's job to force us to prepare pr reflect, that is something we should do of our own accord and assignments could be better used elsewhere. In addition, basing the class grade off of these documents I believe is inaccurate as it is subjective and a measure of time put into writing documents-not knowledge gained.
- NOTHING
- The negotiation analysis presentation, though I still think it was an overall great experience. It was helpful practice for putting together and delivering a professional presentation, but I do not think it was particularly helpful when it came to developing my knowledge of negotiating in practice as much as having some case studies to analyze.
- I do not like the ethics reading homework. I understand the importance of recognizing and practicing ethics in negotiations and sales. However, I don't think ethics homework to be really helpful, and it adds a lot more workload , especially it is added on top of other 2 or 3 negotiation assignments in the same week.
- NA
- Well, nothing in usual was least useful.
- Honestly, most of the class felt relevant and engaging, but if I had to pick, some of the readings felt a bit dense or repetitive compared to the clarity and impact of the simulations and in-class discussions. While they provided helpful background, I found I learned best through doing—so the experiential parts of the course stood out much more than the theoretical ones.
- Writing a reflection after every case started becoming less useful towards the end of the course as it was repetitive with less enhancement overall.
- I won't say any. I enjoyed every minute of class and found it useful.
- I don't think the interview assignment helped me as much as I had hoped. This might be partly because of the person I interviewed. I didn't really learn anything particularly new or unexpected. It could also be because I already know this person personally, and we've had a few conversations about his work before. So overall, I didn't gain many new insights from this interview. I also did try reaching out to a few people I don't know as well to interview, but unfortunately, I didn't hear back from them. In the future, I think it would be really helpful if we could get some support in connecting with interviewees, maybe people from sales or other roles we normally wouldn't have access to. I feel that talking to someone with a different background or perspective could make the exercise more valuable.

20 - Please add any additional comments or suggestions for improving the learning experience in this course.

Response Rate	8/16 (50%)
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- The course is already well structured, nothing from my side.
- I could not think of one specifically except my complaint on ethics reading homework.
- I would suggest that other than activities, prof should add more content else more real time strategies which can be useful, i know its not possible and gonna differ from various cases but at some point personally this felt like repetitive content, though it may have new ways to approach them but the only thing i believe lacking is more about strategies if any.
- I really think that this was a very useful course that I have taken. It was helpful and strategic in building a system of thinking. Now, I know that listening is more important than ever for persuasion and negotiation.
- N/A
- I spent a lot of time on the reflection papers. It helped me a lot to think about the new concept and deeply think about the negotiations. It was great!
- The reflection essays could be combined for 2 cases at least to give each student the wiggle room to think more critically and creatively.
- I really love the way this course is designed and the way in which the level of negotiations is decided from easy to moderate to difficult was really good.