

Conflicts & Negotiations



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Organization

- Office hours (room 312)
 - Tuesdays 10:30 – 12:00
 - Wednesdays 1:45 PM – 3:15 PM

<http://materialy.strony.psych.uw.edu.pl/jochemczyk/?dir=Negotiations>

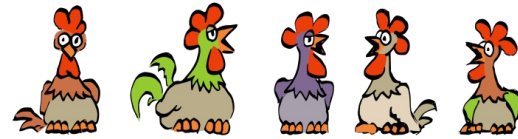
- Assessment methods and criteria
 - 4 Homeworks – total 40%
 - Preparation to negotiations (10%)
 - Social influence (10%)
 - Decisional biases (10%)
 - Communication techniques (10%)
 - Class performance – 10%
 - Peer assessment of negotiation style – 10%
 - Multiple choice test – 40%

Basic rules

- Communication

- First name / Nickname

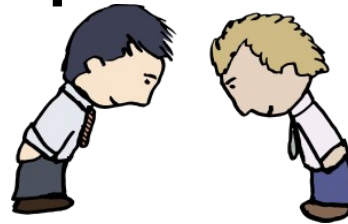
- Confidentiality



- Differences of opinions



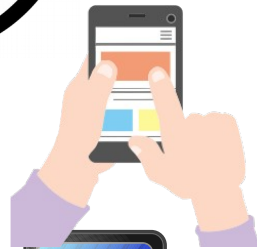
- Respect



- Time



- Phones



- Laptops



Today

- Negotiation Game 1 - Butterflies
- Structural elements in negotiation – definitions, functions
- Coffee break
- Negotiation Game 2 - Wilamette / Nordwest
- More coffee break
- Psychological factors in negotiation
- How to prepare yourself to negotiation talks?

10.10.2018

- Psychological aspects of distributive negotiations
- Preparations before negotiations
- Big game – Jakarta - Introduction

17.10.2018

- **Big game – Jakarta**

24.10.2018

- Techniques of distributive negotiations
 - Team roles and team techniques
 - Use of Information
 - Social influence
 - Unethical behaviors
- Small game – Avian Influenza
- Zero and Non-zero sum games in negotiations

31.10.2018

- Introduction to Problem Solving Strategy
- Small game – Taxi
- Principles of Problem Solving Strategy
- Exercise – Let's find some interests

7.11.2018

- Small game – Grainair
- Defense against dirty tricks
- Introduction to big game – Going Postal

14.11.2018

- Big game – Going Postal
- *(if there is time)* – Attractor
Software – Complex systems
approach to negotiations

Let's get to know each other



Before the first Negotiation Game

Before the game...

- Find a new negotiation partner (new one in every game)
- Read your scenario carefully
- Prepare yourself
- Do not write on the scenario, keep it clean – try to think and act ecologically!
- Find a calm place for your negotiations

During the game...

- Do not
 - quote your scenario to the other party
 - show your scenario to the other party
- You can tell whatever you want **with your own words**
- Keep time

After the game...

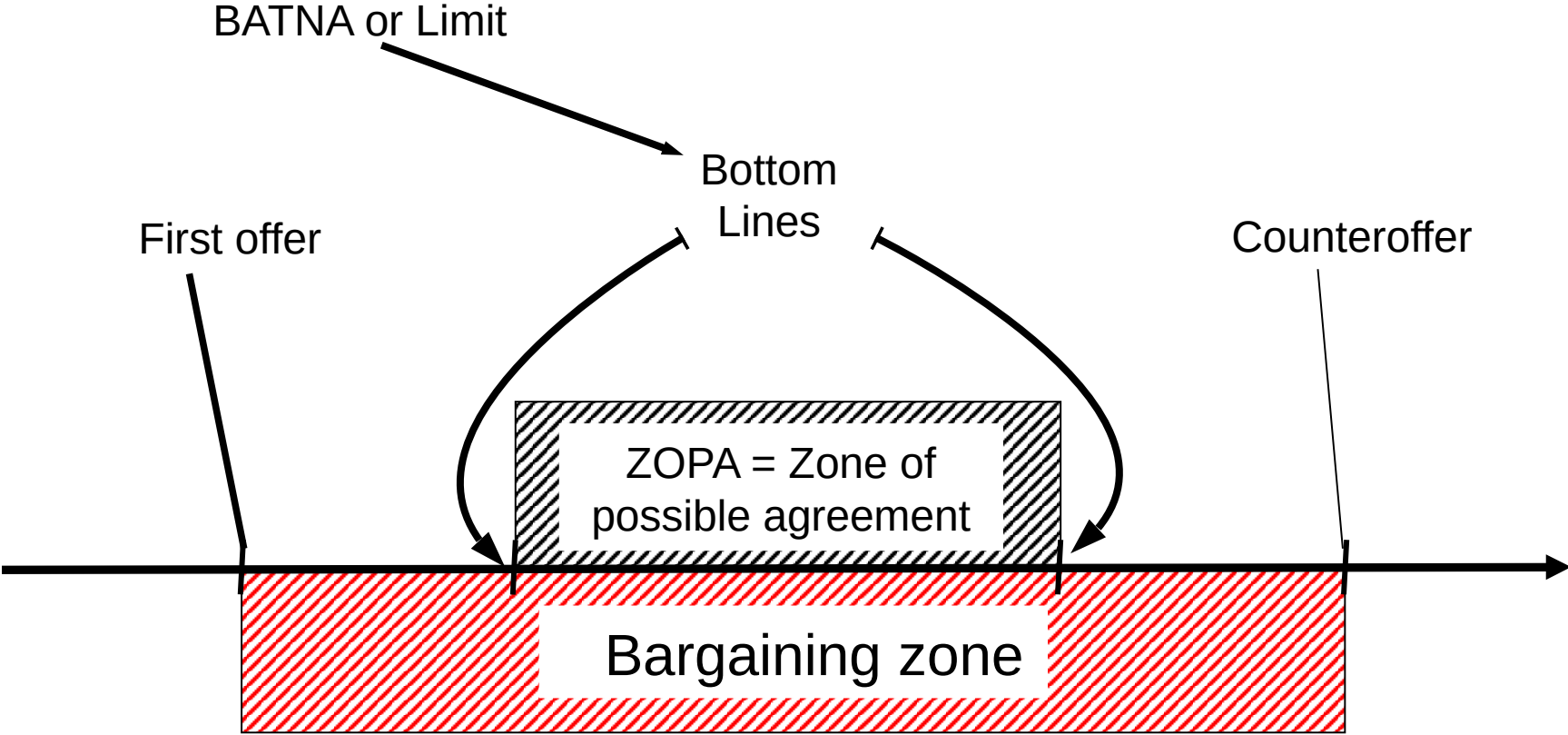
- Come back here **ON TIME** and provide me with terms of your agreement

1st game - Butterflies



- Find your pair
- Preparation: 10 minutes
- Negotiation: 20 minutes
- Come back here before: **XX :XX**

Structural elements in negotiations



2nd game – Willamette / Nordwest



- Find your pair
- Preparation: 10 minutes
- Negotiation: 20 minutes
- Come back here before: **XX :XX**

Psychological factors in negotiations

Team 1 – A First Offer

- How it works?
- What would the ideal First Offer look like?
- How to use the First offer?
- Who goes first?
- Can I just say yes?

Team 2 – Arguments

- How to use Arguments?
- How many?
- How to match an argument with the next concession?
- When should I use an Ace?
- What convinces people?

Team 3 - Concessions

- How to make a concession?
- Huge / Small ?
- Rhythm of concessions
- What goes first – an offer or an argument?
- Shall we split the difference?