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Conflicts & Negotiations



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Homework

- Deadline: 7.11.2018, 10:15 AM
- By email
- Find 3 perceptual biases that may happen in a negotiation
- Describe them
- Describe how they could affect a negotiation process or outcome

31.10.2018

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

Soft vs Hard Negotiator

- How you perceive the other party:
- What is our goal:
- Concede (give-in) or not?:
- To Trust or not to trust?:
- What Positions are possible:
- How / For what use information:
- Possible Outcomes:
- How to deal with pressure?:
- In case of deadlock:

Integrative negotiator

- Other party:
- Your goal:
- Concessions:
- Trust:
- Positions:
- Use information:
- Outcome:
- Pressure:
- Deadlock:

Integrative negotiator

- **Other party:** Partner
- **Your goal:** Wise outcome
- **Concessions:** Be soft on the people and hard on the problem
- **Trust:** proceed independent of trust
- **Positions:** Focus on interests
- **Use information:** in order to understand interests
- **Outcome:** Develop multiple options
- **Pressure:** Insist on objective criteria
- **Deadlock:** Yield to principle not pressure

Rules of principled negotiation strategy

- 1. People:** *Separate the People from the Problem*
- 2. Interests:** *Focus on Interests, not on positions.*
- 3. Possible solutions:** *Generate Options for mutual gain*
- 4. Criteria:** *Insist on Using Objective Criteria*

Interests → Issues & positions

- **Issues (What?)**
 - What do we negotiate?
 - What are the concerns?
 - What are the topics to discuss?
- **Positions (How?)**
 - How do you want to solve these issues?
 - How do you want to end up?
 - What are your suggestions / propositions?
- **Interests (needs) (Why? / Why not?)**
 - Why do you need this kind of solution?
 - What are the needs of the parties?
 - What do you really need?