

# Strategic Negotiations and Conflict Management Unit 1



# Course Layout and Overview



Five units

- **Unit One: Introduction to Conflict Management and Negotiation**
- Unit Two: Communicating to Resolve Conflict
- Unit Three: Creating Value and Positive Outcomes
- Unit Four: Bargaining and Negotiations
- Unit Five: Summary of Conflict Management and Negotiation

# Unit One Learning Outcomes

- ▶ Differentiate between negotiation and conflict management
- ▶ Compare the different types of negotiation
- ▶ Evaluate why it is important to determine needs
- ▶ Examine the costs and benefits of managing conflict
- ▶ Differentiate between the different types of conflict



# Why are Learning Outcomes Important

- Every learning outcome ties back to course materials and content
- Assessments are tied to each learning outcome
- Test preparation



# Unit One Overview Topics

- Differences between negotiation and conflict management
- The types of negotiation
- Why is it important to determine needs?
- What are the costs and benefits of managing conflict?
- Types of conflict



# Strategic Negotiations and Conflict Management Unit 1 Vocabulary

- Affective conflict
- Behavioral conflict
- Cognitive conflict
- Conflict management
- Distributive tactics
- Goal conflict
- Integrative tactics
- Negotiation



# Differentiate Between Negotiation and Conflict Management

- ▶ **Conflict Management** – process of managing conflict or disagreement that may occur between two people or a group of people.
- ▶ **Negotiation** – is the process of coming to an agreement on a specific issue, and sometimes, it may be a conflict that needs to be resolved.



# Compare the Different Types of Negotiation

- ▶ **Integrative tactics** use interest-based negotiation and add value to seek a win/win resolution.
- ▶ **Distributive tactics** in negotiation claim value and attempt to take full advantage of what they can claim. This type of negotiation may not seek a win/win situation but may be okay with a forceful win/lose situation.





# Why is it Important to Determine Needs?

- Why do you need to determine needs?
- How can you determine needs?
- Once you determine needs, what do you do?



# Conflict Management Styles



## Thomas-Kilmann Conflict Modes



# What are the Costs and Benefits of Managing Conflict?

- Costs and benefits of managing conflict
- Determining costs of conflict
- Determining the benefits of conflict



# Differentiate Between the Different Types of Conflict

- ▶ What are the types of conflict?
  - ▶ Goal
  - ▶ Cognitive
  - ▶ Affective
  - ▶ Behavioral



# Conclusion Unit 1

- Differences between negotiation and conflict management
- The types of negotiation
- Why is it important to determine needs?
- What are the costs and benefits of managing conflict?
- Types of conflict



# What's Next

- ▶ Unit Two: Communicating to Resolve Conflict
  - ▶ In the next unit we will review how to use communication skills to resolve conflict.

