

# Strategic Negotiations and Conflict Management Unit 2



# 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 Two Learning Outcomes

- ▶ Examine the communication skills needed to resolve a conflict
- ▶ Examine how to successfully conduct a difficult conversation
- ▶ Evaluate why cultural differences will be a factor to consider in a negotiation
- ▶ Examine how emotions and bias affect the negotiation process



# 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 Two Overview Topics

- Communication skills needed in conflict
- How to successfully conduct a difficult conversation
- Why should cultural differences be considered in negotiation?
- How emotions and bias might affect a negotiation



# Strategic Negotiations and Conflict Management Unit 2 Vocabulary

- Communication skills
- Cultural differences
- Difficult conversations
- Emotions
- Personal bias



# Communication Skills Needed in Conflict

- ▶ Good listener
- ▶ Ability to understand both sides
- ▶ Empathy
- ▶ Being assertive
- ▶ Likability



# How to Successfully Conduct a Difficult Conversation

- ▶ Difficult conversations are necessary
- ▶ This will be uncomfortable
- ▶ You will be tempted to ignore the situation
- ▶ Your management skills will be in question







Silence  
Nervous  
Emotional Avoidance  
Thinking Political  
Complicated Vulnerable Hate  
Irrelevant Opportunity Necessary  
Uncomfortable  
Respectful Cancerous  
Trigger speech Respect  
Responsible Language Stubbornness  
Racism  
Tension  
Sensibility

# Why Should Cultural Differences be Considered in Negotiation?



- Understanding cultural difference is important
- Cultural differences might include:
  - Mannerisms
  - Language
  - Habits specific to that culture
- Embracing these differences allows for a diverse workforce

# BENEFITS OF DIVERSITY IN THE WORKPLACE

*How diversity promotes profits*

A diverse workplace better understands diverse markets, stimulating innovation

Gives company freedom to go after the most talented people, regardless of differences

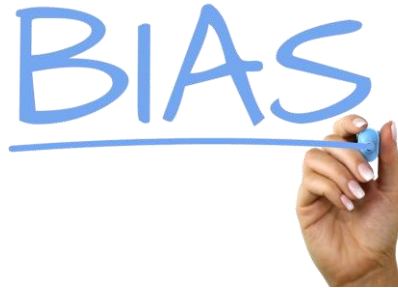
Enhances employee engagement by showing the company understands and respects different cultures

Culturally diverse workplace builds trust in your brand with a diverse target market



# How Emotions and Bias Might Affect a Negotiation

- Emotions and personal bias play a part in a negotiation
- Emotions might include:
  - Anxiety
  - Self-doubt
  - Pessimism
  - Positive attitudes



## Conclusion Unit 2

- Communication skills needed in conflict
- How to successfully conduct a difficult conversation
- Why should cultural differences be considered in negotiation?
- How emotions and bias might affect a negotiation



# What's Next

- ▶ Unit Three: Creating Value and Positive Outcomes
  - ▶ In the next unit, we will review creating value and positive outcomes

