

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
Irrelevant Opportunity Vulnerable Hate 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

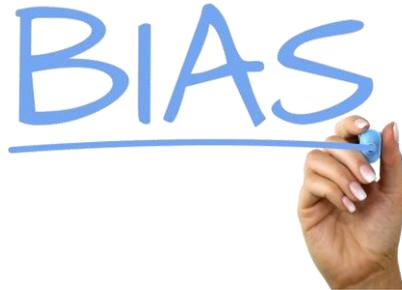
Culturally diverse workplace builds trust in your brand with a diverse target market



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

BIAS



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

