

Strategic Negotiations and Conflict Management Unit 4



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 Four Learning Outcomes

- ▶ Evaluate the difference between negotiation and bargaining
- ▶ Compare needs for each party to a conflict in a given scenario
- ▶ Examine creative solutions in negotiation for a given conflict
- ▶ Examine collaboration and why it is important to 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 Four Overview Topics

- Negotiation and bargaining differences
- Compare needs for each party in the conflict
- Creative solutions in a negotiation
- Why it is important to collaborate during the negotiation process?



Strategic Negotiations and Conflict Management Unit 4 Vocabulary

- Bargaining
- Collaboration
- Compare needs
- Creative thinking



Negotiation and Bargaining Differences

- ▶ Negotiation
- ▶ Bargaining
- ▶ Collective bargaining



Compare Needs for Each Party in the Conflict

- ▶ Why do you need to determine needs?
- ▶ How can you determine needs?
- ▶ Ask questions



Creative Solutions in a Negotiation

- Using creative thinking
- Collaboration
- Ideas for resolving the conflict



“If you have an apple and I have an apple and we exchange these apples,
then you and I will still each have one apple.
But if you have an idea and I have an idea and we exchange these ideas,
then each of us will have two ideas.”

~ George Bernard Shaw ~



Why it is Important to Collaborate During the Negotiation Process?

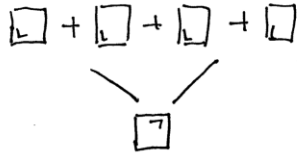
- Collaboration
- Asking to collaborate
- Example of collaboration





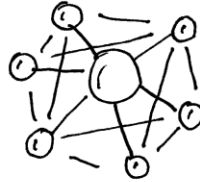
COOPERATIVE V. COLLABORATIVE

By John Spencer @spencerideas



COOPERATION

- Mutual respect
- Transparency
- Shared goals
- Independent and dependent
- Loose network
- Short-term
- Sharing of ideas as a group
- Engagement



COLLABORATION

- Mutual trust
- Vulnerability
- Shared vision and values
- Constant state of interdependence
- Tight culture
- Long-term
- Generation of new ideas as a group
- Empowerment



Conclusion Unit 4

- Negotiation and bargaining differences
- Compare needs for each party in the conflict
- Creative solutions in a negotiation
- Why it is important to collaborate during the negotiation process



What's Next

- ▶ Unit Five: Summary of Conflict Management and Negotiation
- ▶ In the next unit, we will wrap up conflict management and negotiation

