

Strategic Negotiations and Conflict Management Unit 5



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 Five Learning Outcomes

- ▶ Examine mistakes made in the negotiation process
- ▶ Evaluate when to use a third party to help resolve the conflict
- ▶ Examine the process of closing the conflict
- ▶ Examine training employees on the negotiation process
- ▶ Evaluate the mediation process to resolve issues



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 Five Overview Topics

- Mistakes made in the negotiation process
- When to use a third party to help resolve the conflict
- The process of closing the conflict
- Training employees on the negotiation process
- Evaluate the mediation process to resolve issues



Strategic Negotiations and Conflict Management Unit 5 Vocabulary

- Arbitration
- Conflict resolution agreement
- Mediation
- Reviewing past mistakes
- Third-party resolution

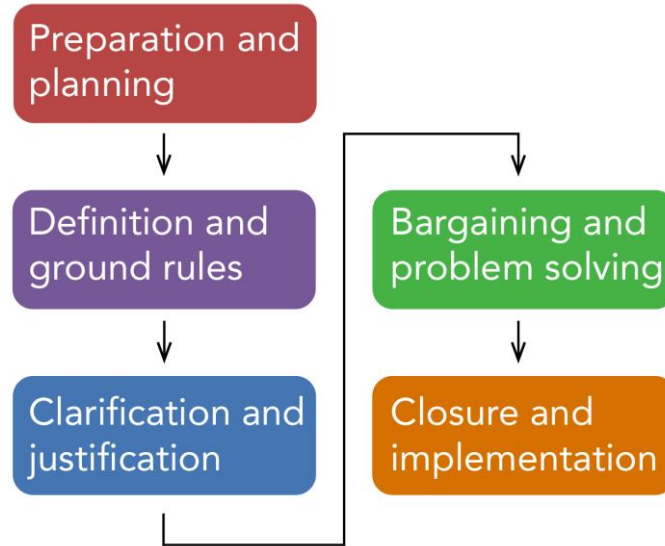


Mistakes Made in the Negotiation Process

- ▶ Why should you review mistakes?
- ▶ Learning from your own mistakes
- ▶ It is important to remain open to any possibility



Steps in the Negotiation Process



When to Use a Third Party to Help Resolve the Conflict

- ▶ Options for resolution
- ▶ Using third-party arbitrator
- ▶ The process of mediation



The Process of Closing the Conflict

- Wrapping up the final details
- Employment arbitration agreement
- Conflict Resolution Agreement



Steps before Arbitration



Training Employees on the Negotiation Process

- The negotiation process and training
- Training employees
- Help them learn the process



Evaluate the Mediation Process to Resolve Issues

- Mediation
- Arbitration
- Collaboration



Conclusion Unit 5

- Mistakes made in the negotiation process
- When to use a third party to help resolve the conflict
- The process of closing the conflict
- Training employees on the negotiation process
- Evaluate the mediation process to resolve issues
- Thank you!



What's Next

- ▶ Other resources to help prepare for the final exam
 - ▶ Study guide
 - ▶ Reviewing vocabulary

