

Negotiation Skills and Processes

ADRN6203

Course Outline

Description: You will build on the collaborative interest-based problem solving approach from Collaborative Conflict Resolution to achieve results that meet your needs while facilitating 'buy-in' from one or more others. You will build your understanding and skills in managing the negotiation process, asserting your own interests effectively, and dealing with resistance from the other negotiator(s).

Course Goals: To provide participants with the skills and a framework or process model so that they can achieve results that meet their needs while facilitating 'buy-in' from one or more others. This course builds on the skills and theory from Collaborative Conflict Resolution. Participants will build on their assertiveness skills and dealing with resistance from the other person. The course offers a step-by-step approach to negotiation and highlights key ingredients of planning for negotiation, building or sustaining relationship with the other party and maintaining the other party's commitment to agreements reached. Since we negotiate in all aspects of our lives, this course is intended for everyone. It is particularly relevant for those whose jobs require them to negotiate formal agreements or informally obtain the agreement or co-operation of others.

Course Objectives: At the completion of this course, students will be able to:

- Identify when to negotiate and when another approach is required.
- Appreciate the advantages of interest-based or collaborative negotiation, both in terms of creating a positive outcome, and in terms of supporting one's relationship with the other negotiator
- Follow the Negotiation Cycle from Planning to Agreement Maintenance
- Recognize key success factors in preparing for negotiation including:
 - Naming one's own interests (or the interests of the party on whose behalf you are negotiating)
 - Research Independent Standards
 - Consider the consequences of not resolving the conflict (BATNA) and improve one's alternative if possible
- Create a positive working relationship even where there is negative history
- Structure the negotiation using a four-stage model
- Revisit and practice assertiveness
- Learn to reframe negative thoughts and negative comments of the other party
- Effectively use a Compromise or Offer-Counter Approach to Negotiation and appreciate the limitations of this approach
- Consider what we can do to sustain the other person's commitment to the agreement
- Apply the skills and concepts learned in this course to real and fictional situations through practice mediations with coaching from the instructor and knowledgeable coaches

Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

Code of Student Conduct:

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be

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imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>.

Course Schedule:

Day One Topics

When to Negotiate and When Not to Negotiate
Interest-Based or Collaborative Negotiation
The Negotiation Cycle
Negotiation practice exercise
Case Study to Discuss Preparation
Preparing to Negotiate Phase
 Interests
 BATNA
Table Groups Discussion to discuss examples of fairness in negotiation
Independent Standards
Review Activity
Creating a Positive Relationship with the Other Negotiator
Carousel Exercise
Attribution and Trust Building

Day Two Topics

Case Study to Apply Relationship Building Concepts
Agreement Formation Phase – the Negotiation Model
Scrambled Negotiation Exercise
Assertiveness Quiz
Assertiveness Exercise
Reframing
Negotiation Exercise
Stage Four
Compromise Mode (Offer/Counter Offer Techniques)
Negotiation Exercise
Commitment Maintenance Phase
Distribute Roles for Tomorrow's negotiation practice exercises

Day Three

Role Plays

Evaluation Method:

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?
2. Please indicate your agreement with the following statements:
 - a. The course content was relevant and valuable.
 - b. The instructor conducted class sessions in an organized, well-planned manner.
 - c. The instructor explained concepts clearly.
 - d. The instructor displayed enthusiasm and energy in conducting class sessions.
 - e. The instructor made me feel comfortable in the learning environment.
 - f. The instructor encouraged my participation and interaction.