



Session Two: Negotiations Grounded in Mutual Gain

Coaching Session

SNHU Student Experience Leaders

Share in CHAT:

- 1) If you could negotiate for anything, what would it be?

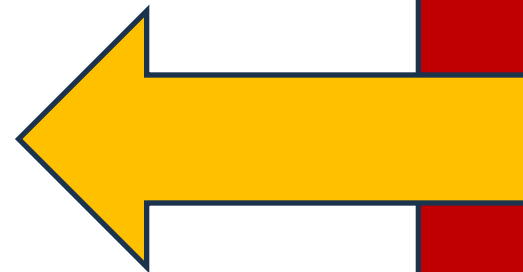
Conducted by: Michelle Joy Wecksler

MWI - *Negotiation, Ombuds & Mediation Services and Training since 1994*

Learning Journey

	May	June	August & September
WORKSHOP	Session One: <i>Regrounding in Collaborative Communication</i>	Session Two: <i>Negotiation Strategies Grounded in Mutual Gain</i>	Session Three: <i>Recognition & Relational Leadership in Hybrid Teams</i>
COACHING SESSION		<i>Negotiation Strategies Grounded in Mutual Gain</i> Coaching Session	<i>Recognition & Relational Leadership in Hybrid Teams</i> Coaching Session

Assertive
Confident
Satisfying
Prepared
Calm
Heard
Collaborative
Open-minded
Engaged
Composed
Energized
Present
Curious
Focused
Competent
In control
Teamwork



Passive
Uncertain
Scared
Challenging
Unprepared
Stuck
Tense
Frustrated
Defensive
Stressed
Anxious
Reactive
Frazzled
Nervous
Flustered
Nauseous
Disengaged

Workshop Purposes and Agenda

- Apply and/or Discuss the Seven-Element Negotiation Framework in Relation to Your Real-World Negotiation Challenges
- Learn How to Navigate Difficult Tactics
- Enhance Skills
- Provide a Low-Risk Learning Environment

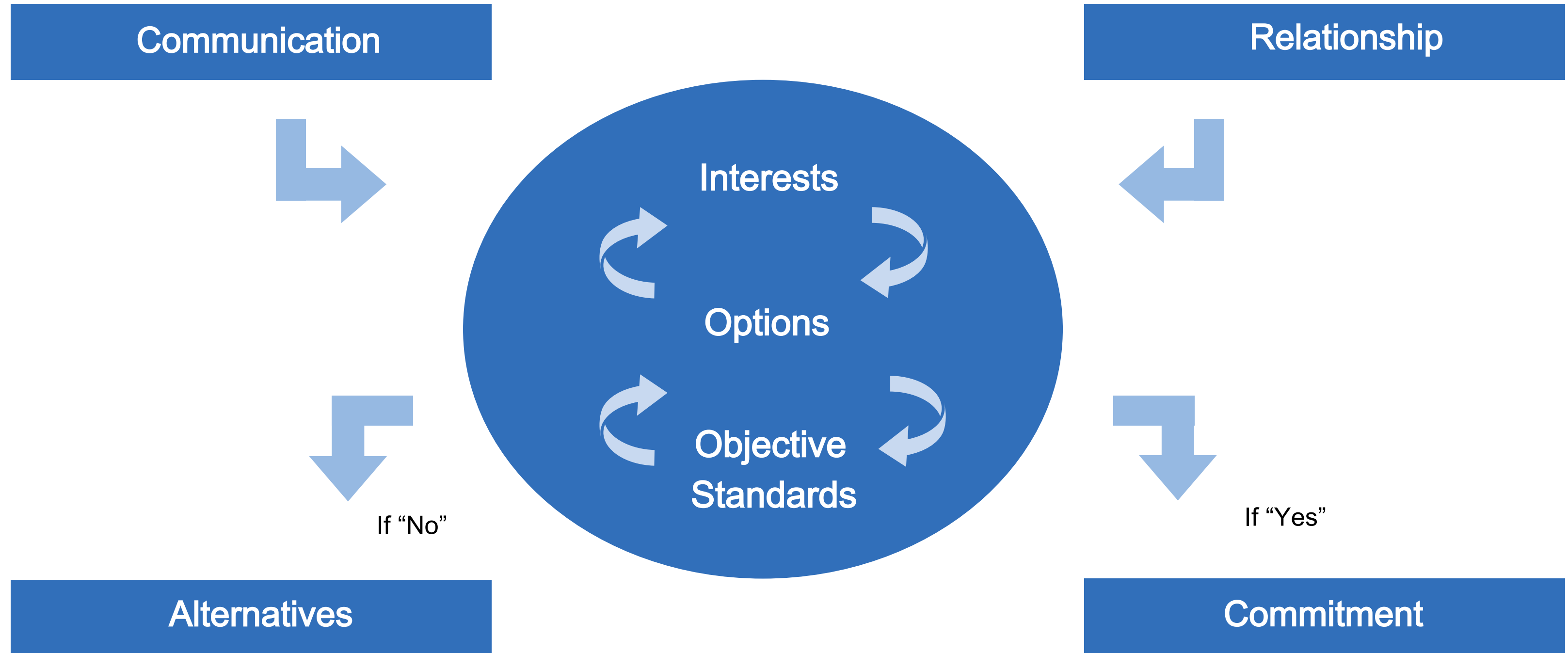
Share in private chat with Elise if you have needs regarding your groupings



Application Session

The background features a series of thin, blue, wavy lines that originate from the bottom left and curve upwards and to the right, creating a sense of motion and depth. The lines are more densely packed in some areas, particularly towards the right side of the image, where they form a more complex, layered pattern. The overall effect is a modern, minimalist design.

Seven Element Circle of Value Framework



Breakout Options

- 1) Prepare for a current/upcoming negotiation
- 2) Analyze a past negotiation
- 3) Explore a general negotiation challenge you encounter frequently (e.g. workload allocation, asking for resources, or performance management, etc)
- 4) Engage in negotiation skills action planning (e.g. identify elements you want to strengthen and develop an action plan)

Dealing with Difficult Tactics

The background of the slide features a series of thin, light blue wavy lines that originate from the bottom left and curve upwards and to the right, creating a sense of movement and depth. The lines are closely spaced and vary in curvature, giving the impression of a stylized wave or a series of overlapping paths. The overall color palette is a soft, consistent light blue.

Challenging Behaviors Faced in Your Negotiations

What does your counterpart say or do that is challenging to respond to?

Difficult Tactics Have a Tendency To...

- Knock us off balance
- Implicate our self-image – our sense of worth and competency
- Drive us to react instead of diagnose
- Narrow our perception of the choices available:
 - Surrender or bypass (for now)
 - Play their game (hopefully better)
 - Quit the game



Dealing with Hard Bargainers

1. Stop

Avoid reacting

Go to the Balcony

Difficult Tactics – Avoid Reacting

- Breathe (box breathing; slower exhalation)
- Notice the signals of your body early (before you start reacting)
- Label the emotion internally
- Slow the tempo (e.g. take a sip of water, look at your notes)
- Orient to your senses (e.g. notice your feet touching the floor)
- Grounding object
- “I want to think about that for a moment.”
- Summarize and then ask a question

Dealing with Hard Bargainers

1. Stop

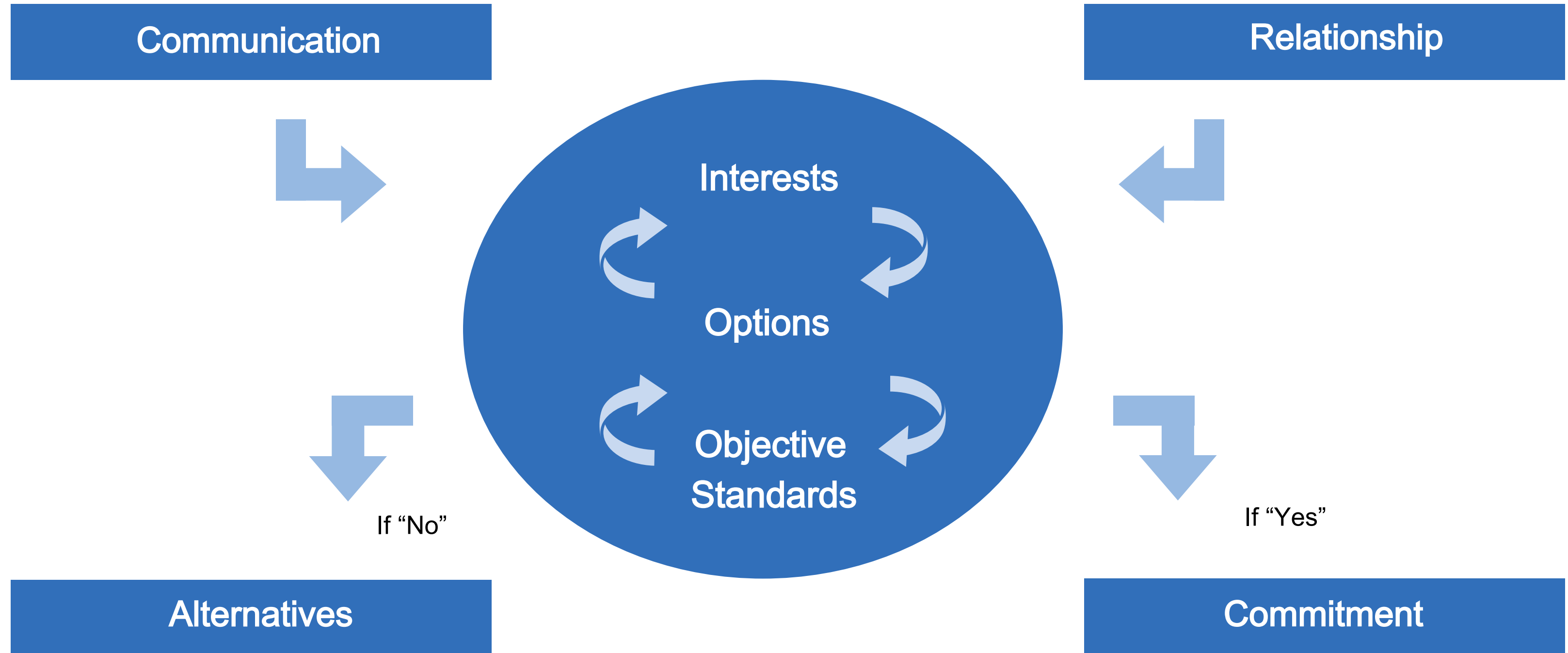
Avoid reacting
Go to the Balcony

2. Think

Spot the behavior

- Which of the Seven Elements are they using?

Seven Element Circle of Value Framework



Dealing with Hard Bargainers

1. Stop

Avoid reacting
Go to the Balcony

2. Think

Spot the behavior

- Which of the Seven Elements are they using?

3. Act

- Model the behavior you want from them
- Move into the Circle
 - Interests
 - Options
 - Objective Standards

Difficult Tactics: *Move Into The Circle*

I need the report by Wednesday!

Interests

Please share with me why having the report by Wednesday is important. What interests are you trying to meet?

Difficult Tactics: *Move into The Circle*

I need the report by Wednesday!

Interests

Please share with me why having the report by Wednesday is important. What interests are you trying to meet?

It sounds like timeliness is important to you. I know accuracy is important to the team. How important is accuracy in this situation?

Responsiveness and easy-to-search data in reports have been important to you in the past. What are your biggest needs related to this report?

Difficult Tactics: *Move Into The Circle*

I need the report by Wednesday!

Interests

Please share with me why having the report by Wednesday is important. What interests are you trying to meet?

Options

I'm wondering if you need the whole report, or are some parts more time-sensitive than others?

Objective Standards

What is driving the Wednesday deadline?

Difficult Tactics: *Move Into The Circle*

- You are being given 2 statements in CHAT
- Each statement has an instruction of which Element to move to
- In your breakout group, come up with a response based on that Element
- Have a scribe ready to share your responses in CHAT

Difficult Tactics: *Move Into The Circle*

Reframe to:	Statement
Interests	<i>You have to stay within budget no matter what.</i>
Objective Standards	<i>We should get these additional advisors because our students need them.</i>

Dealing with Hard Bargainers

1. Stop

Avoid reacting
Go to the Balcony

2. Think

Spot the behavior

- Which of the Seven Elements are they using?

3. Act

- Move into the Circle
- Change the communication mode
- Negotiate over the rules
- Change the players
- Be prepared to walk away

Going Forward: Continuing The Learning Process

- Practice, Practice, Practice
- Negotiate with yourself to prepare for your negotiations early, often, and consistently
- Read and re-read “Getting To Yes” and see bibliography on the final slide for suggested titles on basic and advanced negotiation topics
- Prepare with your colleagues in groups
- Consult an ombuds for advice/suggestions in difficult situations

Learning Journey

May

June

August & September

WORKSHOP

COACHING
SESSION

Session Three:

*Recognition & Relational
Leadership in Hybrid Teams*

*Recognition & Relational
Leadership in Hybrid Teams*

Coaching Session

Workshop Evaluation

We'd appreciate it if you could take a few minutes to complete the workshop evaluation form by scanning the QR code below. Your feedback is valuable and helps us enhance future trainings.



www.mwi.org/snhu-coaching-eval

Going Forward: Additional Resources

Recommended Readings Include:

- Fisher, Roger, William Ury, and Bruce Patton. *Getting to YES: Negotiating Agreement Without Giving In* (2nd ed). New York: Penguin Books, 1991.
- Ury, William. *Getting Past No: Negotiating Your Way From Confrontation to Cooperation*. New York: Bantam Books, 1993.
- Fisher, Roger and Danny Ertel. *Getting Ready to Negotiate: The Getting to YES Workbook*. New York: Penguin Books, 1995.
- Stone, Douglas, Bruce Patton, and Sheila Heen. *Difficult Conversations: How to Discuss What Matters Most*. New York: Viking/Penguin, 1999.
- Mnookin, Robert, Scott Peppet, and Andrew Tulumello. *Beyond Winning: Creating Value in Deals and Disputes*. Cambridge, MA: Harvard University Press, 2000.
- Kolb, Deborah M. and Judith Williams. *Everyday Negotiation: Navigating the Hidden Agendas in Bargaining*. San Francisco: Jossey-Bass, 2003.
- Bordone, Robert and Michael Moffitt (eds). *The Handbook of Dispute Resolution*. San Francisco: Jossey-Bass, 2005.
- Fisher, Roger and Daniel Shapiro. *Beyond Reason: Using Emotions as You Negotiate*. San Francisco: Jossey-Bass, 2005.

A number of additional negotiation books are listed on the Program on Negotiation Clearinghouse website at www.pon.org.

The best resource, of course, is continuous practice and reflection. To the extent you can prepare for, discuss, or evaluate your negotiations with colleagues who have taken this or a similar workshop, you'll continue to increase your awareness and improve your skills.

Please contact us at negotiation@mwi.org with questions, requests for information, and to share your success stories.

About MWI

MWI achieves success for our clients by maximizing their capacity to collaborate, find solutions to difficult disputes and communicate effectively. Since 1994, MWI has provided thousands of individual and corporate clients with negotiation consulting and training, mediation services, and mediation training.

Negotiation and Mediation Training Programs:

- Effective Negotiation Skills
- Difficult Conversations
- Getting Past No
- Influence Without Authority
- Mediation Skills Training

Dispute Resolution Services:

- Business and Workplace Mediation Services
- Facilitation Services
- Outsourced Organizational Ombuds Services
- Divorce Mediation Services
- Dispute Management System Design

Please visit **www.mwi.org** or contact MWI at negotiation@mwi.org for more information.

<https://www.mwi.org/negotiation-workshop-evaluation>