

Negotiation

An Introduction

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Do I need this module?

- Am I able to positively influence my boss's decisions?
- Am I able to prevail in arguments with colleagues at work?
- Do I actually end up saying yes when I wanted to say no?
- Do I often regret yielding to my partner, friends and relatives?

So, when it comes to
Negotiation...which one's you?

This one...



Or this one...



Simla Agreement 1972



The tale of two hijackings

- IC 427 – intercepted at Amritsar in 1993
- IC 814 – final barter at Kandahar in 1999



What does this module contain?

- Its practical & hands-on; covers
 - Negotiation between two parties
- Based on inventories and simulations using international cases
- Seeks to introduce basic Dos and Donts for effective negotiation

Inventory

Lets get to know how we are predisposed towards negotiation, i.e. our negotiation stance

Know your self

- **14-31:** Excellent negotiation stance
- **32-49:** Willing negotiator with few blind spots
- **50-66:** Negotiating is slightly difficult for you
- **67-83:** You treat negotiation as compromising
- **84 or more:** You refuse to negotiate

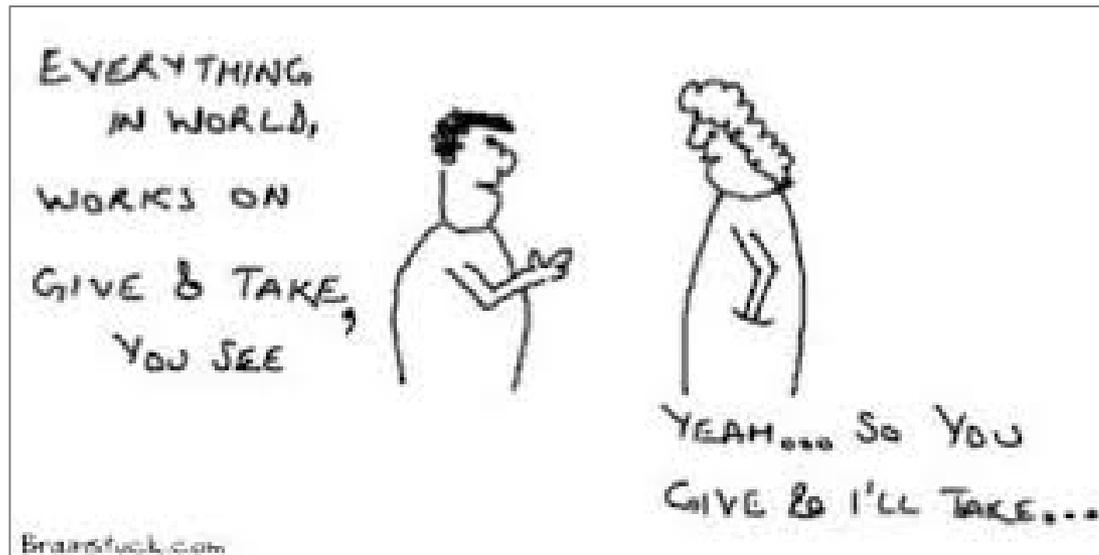
What is Negotiation?

“Negotiation is a process of communication whereby two or more parties come together to attempt to reach agreement on one or more issues.”



Characteristics of Negotiation

- Two or more parties
- Conflict
- Belief that we can do better by negotiating
- Based on a “give-and-take” process



Key principles of Negotiation

Fisher & Ury in *Getting to Yes* identify the following key principles:

- Separate people from the problem
- Focus on interests not positions
- Invent options for mutual gain
- Insist on using objective criteria

Conflict – its Resolution vs. Settlement

- Conflict is
 - “sharp disagreement or opposition, as of interests, ideas, etc.”
 - “the perceived divergence of interest, or a belief that the parties’ current aspirations cannot be achieved simultaneously”
- Important to manage the dysfunctionality of conflict
- Resolution versus *Settlement* – possible to settle without complete resolution

Multi-faculty exercise



Turning the tables...

The case of Erin Brockovich

<https://www.youtube.com/watch?v=5Jdk3riKKwo>

<https://www.youtube.com/watch?v=BGX4nMrnxg0>

Don't know when trouble strikes...



“Lucky thing you took that negotiation course!”

Thank You