**Course Overview**

The NCM512 Negotiation Strategies course is a continuation and derivative of the NCM501 Foundations of Conflict Resolution Management course. In that course, we explained that negotiating is one of an array of resolution options available to managers when conflict is encountered.

If you have taken the aforementioned course, we believe the logical flow to this course is clear and evident. On the other hand, for those of you who have just joined us for this course, we have built it in a comprehensive and stand-alone way so that your understanding of negotiation and bargaining will be complete.

Negotiation occurs when two opposing sides each have their own proposed respective solutions to a conflict, and discussion must occur in an attempt to come together to reach one mutually agreed upon solution. The process of negotiation will be covered first, as will best practices for the preparation for negotiations. Collaborative processes (principled negotiations) will be introduced, to include how this may provide a better chance at achieving a "win-win" outcome to resolve a conflict.

The factors that play a part in the negotiation process will be examined, and we will explore and critically apply this information to our lives and to real-world scenarios. Our own intricacies of self will be examined, as we pause to reflect on how these can (and likely will) affect our own personal negotiating style. By the end of the session, the course will attempt to guide you through the start-to-finish negotiation process, from the initial “two” to (hopefully) the final “one.” The course closes with an explanation of BATNA (Best Alternative To a Negotiated Agreement) as an option of preparedness to walk away if negotiations fail.

The overall goals of this course for our students are:

* To gain the understanding of the fundamental principles and applications of the negotiation process; and
* To enhance their abilities as individuals and managers to effectively implement a negotiating approach when confronted with conflict.

**Module #1 Overview**

**Introduction to Negotiation and Human Behavior Processes**

Negotiation has been an important area of research within healthcare management for at least the past 50 years, and is a key process of conflict resolution. It is critical to understand not only the negotiation process itself, but also the human behavioral factors that play into the process and its outcome. This Module’s readings will introduce the process of negotiation, as well as some of the key measures of negotiation successes/failures: interests and priorities, strategies and social interactions, as well as outcomes of the process. Psychological factors of human behavior will then be introduced to create an awareness of how each of these could have an impact on both the negotiation process and its outcomes.

You will then be challenged to apply this process to an actual workplace negotiation in an experiential way. This will assist in understanding the start-to-finish process of negotiation, highlighting the conflict, the interests/positions of each side, as well as the entering and leaving points. Resolutions of the conflict will also be considered.

Our discussion will introduce you to the broad range of ethical and (unfortunately) unethical behaviors that individuals might employ during a negotiation. Using an assigned background reading, these tactics will be studied, summarized, and categorized as appropriate vs. inappropriate.

**Module 1 - Background**

**Negotiation and Human Behavior Processes**

**Required Reading/Viewing**

Brett, J., and Thompson, L. (2016). Negotiation. Organizational Behavior and Human Decision Processes. Elsevier, 136: 68-79. Retrieved from the Trident Online Library.

View: The Walk From “No” to “Yes” (2017). [*https://www.ted.com/talks/william\_ury?utm\_campaign=tedspread&utm\_medium=referral&utm\_source=tedcomshare*](https://www.ted.com/talks/william_ury?utm_campaign=tedspread&utm_medium=referral&utm_source=tedcomshare)

Shachar, M. (2014). - [*NCM512 - M1*](https://tlc.trident.edu/content/enforced/136101-NCM512-2020JAN13FT-1/ncm512%20-%20Mod1%20PPT.pptx?_&d2lSessionVal=yQBsrzcgIOLGhWe9wqiIB6Wtm&ou=139736&_&d2lSessionVal=3nie8ASVr29CFBjyqtmOaNAi4&ou=136101). PowerPoint Presentation.

Fleck, D., Volkema, R. J., & Pereira, S. (2016). Dancing on the slippery slope: The effects of appropriate versus inappropriate competitive tactics on negotiation process and outcome. *Group Decision and Negotiation, 25*(5), 873-899. Retrieved from the Trident Online Library.

**Module 1 - SLP**

**Negotiation and Human Behavior Processes**

This SLP is intended to allow you to apply the process of negotiation in an experiential way. Conflict is part of life, whether it is personal or professional. Using the assigned background readings, as well as some independent research of your own, apply what you have learned to a real life, practical case. Be sure to use subheadings to show where you are responding to each required item.

1. Identify an organization (without revealing proprietary information), and explain a specific conflict or issue that was negotiated.
2. Who were the parties involved, and what sides were taken in the conflict?
3. Choose a side. Which side do you choose, and why is it your choice?
4. Summarize your side’s process in the negotiation. What human behavioral factors came into play?
5. What were the defined interests of each side, and what were the entering and leaving points of your side?
6. How did the negotiation resolve? Was it successful?

**SLP Assignment Expectations**

1. Conduct additional research to gather sufficient information to support your analysis.
2. Provide a response of 3-5 pages, not including title page and references
3. As we have multiple required items to be addressed herein, please use subheadings to show where you are responding to each required item and to ensure that none are omitted.
4. Support your paper with peer-reviewed articles and reliable sources. Use at least three references, and a minimum of two of these from peer-reviewed sources. For additional information on how to recognize peer-reviewed journals, see [*http://www.angelo.edu/services/library/handouts/peerrev.php*](http://www.angelo.edu/services/library/handouts/peerrev.php) and for evaluating internet sources:  
     
   [*https://www.library.georgetown.edu/tutorials/research-guides/evaluating-internet-content*](https://www.library.georgetown.edu/tutorials/research-guides/evaluating-internet-content)
5. You may use the following source to assist in formatting your assignment: [*https://owl.english.purdue.edu/owl/resource/560/01/.*](https://owl.english.purdue.edu/owl/resource/560/01/) Paraphrase all source information into your own words carefully, and use in-text citations.