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COURSE NAME:

**(Conflict Management and Negotiation)**

Assignment Title:

**(Conflict Management and Negotiation)**

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**Introduction**

This is course on Conflict Management and Negotiation teaches a deep and background knowledge about negotiations and methods with which it should be carried out to achieve desired results.

Skills as little but effective like listening, emotional intelligence skills in negotiating are well analyzed and explained.

**Body of Assignment**

1. Negotiation is a talk, conversation or communication within two or more people or parties to reach an positive agreement on issues where dispute, quarrel or difference of opinion exists.

Negotiation takes place in businesses, outside business environments, like communities, NGO, personal people lives, marriages meetings, politics etc.

Distributive negotiation can also be called positional or hard-bargaining negotiation. In a distributive negotiation, every side adopts an ultimate position, knowing that it can’t be accepted, and then engage a combination of guile, bluffing, and brinkmanship in order to cede as little as possible before reaching a deal. Distributive bargainers conceive of negotiation as a process of distributing a fixed amount of value.

Integrative negotiations are techniques that try to improve the condition and prospect of negotiated agreement by giving other ways to traditional distributive negotiation techniques.

Dominance, display of aggression, violence is used by animals to get what they want and as a way of negotiation. Cooperative bargaining can be said to be a process where we search for terms to get what we want from others who in turn want something from us. Therefore decisions made by two or more people can be referred as Negotiation.

Competitive Negotiators are aggressive approaches to negotiation and don’t care about the other party of person in question.

1. Win-win negotiation is where an agreement arrived upon can’t be made better or improved by any discussions.

In negotiations values are given away because too much is put in to be able to arrive at an agreement. In such case there is a lot of motivation and exuberant spirit of cooperation, caution has to be taken while in the process of negotiations so as not to be devoured by a hungry and grinning shark.

Win-win negotiations are more about the destination of how it ends and less about the process and how to get there.

Win-win negotiations concept is about where the agreement reached cannot be improved further by any discussions. So doing, the outcome or destination cannot be improved either for yourself and the other party, because there is no value left, with all creative options thoroughly exploited and explored.

Less experienced negotiators make easy prey for negotiators who are more experienced because they pay less attention to what’s important and don’t know the true concept of win-win negotiations. There are several strategies that lead and help in achieving this concept which are the one size fits all win-win approach, Compromise, The Relationship and Take Our Time.

BATNA is the primary focus and the driving force behind a successful negotiator. A party should in every way not accept a worse resolution than its BATNA. Care should be adopted, however, to ensure that deals are accurately valued, taking into account all considerations, such as relationship value, time value of money and the likelihood that the other party will live up to their side of the bargain. These other considerations are often difficult to value, since they are frequently based on uncertain or qualitative considerations, rather than easily measurable and quantifiable factors.

1. The main slip experienced by a negotiator is to discover and understand the actual issues/problems as main cause and basis for the negotiation to start with.

In most cases negotiators fail to take or put in a lot of time to clearly understand and frame the issues or problems to be negotiated/resolved and settled which the first actual step to a successful negotiation.

An effective communication is a result to an effective negotiation. It’s simply; a better communication leads to a better negotiation. Fighting and shouting shouldn’t be in the process of negotiation. Negotiation should be the exchange of thoughts, ideas and opinions with the parties involved, which is why very good communication skills has to be gotten to enable a healthy and effective discussion. The other person will never come to know about your thoughts and ideas unless and until you share it with them. One can’t see your grey matter. Lot depends on how you speak. Speech should be carefully selected by converting thoughts in to speech carefully by selection of words and disposition. Speeches should be tailored to reveal your intended point in mind only without selling out main intentions for the intended end.

There are six rules to guide you to help communicate effectively during negotiations listed below;

Organize Your Thoughts.

Don’t Think About It; Think Through It.

Recognize that Actions Speak Louder than Words.

Be Concise.

Always Translate Your Message into Benefits for the Other Party.

Listen Carefully to the Other Party.

It necessary to know that Communication is the Key to Effective Negotiation.

1. Motivation, management, communications, relationships - focused on yourself or others - are a lot more effective when you understand yourself, and the people you seek to motivate or manage or develop or help.

Understanding the personality is also a key to unlocking certain qualities humans have such as leadership, motivation and empathy. Developing understanding of personality typology, personality traits, thinking styles and learning styles theories is also a very useful way to improve your knowledge of motivation and behavior of self and others, in the workplace and beyond.

It’s in order to know that everyone is important because everyone has value, skills and strengths and qualities that define each person, that’s the more reason everyone has to be treated with care and respect.

Personality theory and tests are very good and useful for recruitment, teaching and training, management and selection. This would help identify each person’s ability and would aid make proper assessments for placements based on personality traits.

Motivation is a key factor and to aid this is to identify Values, Beliefs, and Desires. . Consider issues such as family, relationships, learning/school, grades, work, aspirations, achievement, status, money, travel, social causes, social life, following a dream, etc. People's goals and desires grow from their values and beliefs.

1. Mutual trust is a shared belief that you can depend on each other to achieve a common purpose.

More comprehensively trust defined as "the willingness of a party (trustor) to be vulnerable to the actions of another party (trustee) based on the expectation that the trustee will perform an action important to the trustor, regardless of the trustor's ability to monitor or control the trustee." "People sense how you feel about them. If you want to change their attitudes toward you, change the negative attitudes you have toward them." Building relationships requires the building of trust. Trust is the expectancy of people that they can rely on your word. It is built through integrity and consistency in relationships.

Trust can be built in several ways and also does mean different things in different cultures. Effective listening can also help gain trust in every area. Trust can’t be established if you cannot take time to listen to what others has to say. So many things must be observed to gain trust, like eye contact, rapport which is a way of building a relationship based on trust. Acceptance of the other person’s point of view, their style of communication and their state can be said to be a Rapport.

Cultural differences also help in creation of trust, since trust is built in different ways, and means different things in different cultures. Organizational success can be achieved by trust and enhanced working relationships.

1. Most negotiations are “mixed motive” in structure, requiring us both to compete to claim value and to cooperate to create value. The ability to move back and forth between these two goals is a critical – and difficult – skill to master.

A positive move leads to a greater value creations and good feelings may signal that a situation is low in risk. This process can be hindered by anger. Negotiations can be tense and difficult to resolve. And, if you have a fear of confrontation, negotiations can be an unnerving experience.

Face to Face negotiation gives you the opportunity to openly share files and sounds with another person. Information’s shared could help prove points. The relationship with your negotiation partner is very important in your negotiation, but it is not very well defined.

There are four difficult negotiations strategies which are useful, listed below;

**Build contact**

Select a colleague from your team to implement these trust building measures. But beware! Do not use these measures to negotiate. Enter the talks with a positive attitude.

**Stabilize for the long term**

Never enter into a conflict with your most important negotiation partner, otherwise you risk a loss.

**Keep the contact**

Keep the regular contact and use it to gain additional information.

**Treat selectively**

Observe these individuals and their careers. “We always meet twice in life.” Depending on your analysis, follow strategy one, two, or three.

A major key for success is the ability to see the good or positive in bad or negative things as other people may see it. Always take a moment to weight the negotiations and use positive means, way and answers to counter the negative.

1. Power scuffles most often make their way into our personal relationships and cause difference of opinion. Trying to put someone down is not good, just as allowing someone to devalue you or subdue you is never constructive.

These harmful behaviors can lead to downward spirals both in our relationships and our general disputes. Instead of engaging in a power struggle, try to balance power relationships, so that each person comes out with their values and self-respect intact.

Conversation is always better in a situation of power balancing. It’s always better to speak one’s mind and be clear on your intentions and wants to the other person, while sticking to facts and avoid insinuating or stating that the other person is wrong or that they're causing a problem.

Restraint is required in open dialogue, especially if you are a person with high power position, it’s always best to limit your power rather than use it to gain the upper hand.

There are a few other Strategies and tactics of the negotiation process, which are listed below;

Focus on interdependence

Rely on calm persistence

Stay actively engaged

Seek third party intervention

Be conscious that some people will do anything to escalate confrontation while others will do anything to avoid it. Both are unbalanced extremes that need careful bringing back into the center. Acknowledge fear of conflict by being reassuring and supportive without letting go of the need for resolution.

1. Effective leaders go through six steps as part of their decision-making process. It’s very similar to skiers on a giant slalom. They’re met with different obstacles — a series of gates — and as they get closer to the bottom of the hill, they’re typically moving increasingly faster, trying to navigate the gates without missing any.

Its always best to go deep in the process which will enable fast decision making and easy. In making decisions, please note that there are steps in a process to be adopted which are six steps, and can be said to be keys to effective decision making, listed and defined below;

**Problem Classification**

It’s important to note, identify and understand the type of problems you have.

**Define the decision you’re trying to make.**

It’s always better to get to be sure before making decisions, so questions needs to asked to enable you get a better insight whether or not you are making the right decisions.

**Identify boundaries**

You want to control what you spend energy on to resolve a problem and have a clear understanding of the boundaries.

**Do what’s right, not what’s popular**

Doing the right thing is always the best route to take in decision making. If you go through a structured decision-making process, it should be quite evident what the right answers are.

**Understand what it’s going to take to make the decision happen.**

**Revisit your decision**

Carrying out due diligence of decisions as a means of double checking to be sure of a desired outcome.

1. There are always objections when negotiating, which is not necessarily a bad thing. It most of the times mean that your prospect is interested in your offer.

There are negotiation strategies for overcoming objections, which also can help avoid objections.

**Get to it first**

It’s always best to prepare your list of answer and solutions to possible questions and objections the final decision maker might have.

**Listening is Key**

It’s always good to listen more and talk less. Silence is golden, resist the urge to respond and listen.

**Say “thanks**”

Appreciation is always recognized and goes a long way to help issues. The worst thing you can do to anyone is reject or negate their point of view. You are not trying to win an argument.

**Connect and Empathize**

To master the art of persuasion you need to follow a set of rules.

Prepare and Plan

Listen and Watch

Create a sense of reciprocity

Decisions are all about emotions

Persuasiveness is about integrity

Ethics and values play a major role in the market and business area. The assumptions which were known commonly mostly shows the negative negotiation which were mostly carried out by the salesperson, lawyers, insurance officers to influence the decision of the customers by negotiating with misinterpretations of facts.

1. Group decision making is a type of participatory process in which multiple individuals acting collectively, analyze problems or situations, consider and evaluate alternative courses of action, and select from among the alternatives a solution or solutions.

There are methods of group making decisions namely;

Brainstorming

Dialectical Inquiry

Nominal group technique

Delphi Technique

Advantages of group decision making are the strengths and expertise of its members. Each member has a lot to off and with all these people that make up this group putting heads together, remarkable positivity will be realized.

Disadvantages of a group decision-making are many, one of which is that as a group decision making will be slower on in the case of an individual.

**Conclusion**

Conflict Management and Negotiation explained in this course brings to light so many skills used for its purpose of managing conflict with the tools, skills and power of Negotiation.

Every conflict is managed by Negotiation and brings a lot of positive conclusion in agreement in one accord.

The teachings in this course will help me particular in my business because it develops people communication and Negotiation skills.

**Bibliography**

Terry Thomas Dr. Ministry Teachings