



4-1 Discussion: Negotiations

Analyze the following article: [Improving Negotiation Skills: Rules for Master Negotiators](#).

Describe a key point that stood out to you as a critical step you need to take in future negotiations. What is one area you think you need to improve to be a better negotiator? Also, explain the importance of Rule 2: Communication Skills.

To complete this assignment, review the [Discussion Rubric](#) document.

Rubrics

[Discussion Rubric: Undergraduate](#)

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4-1 Dis.

Adriana Ruiz posted Jan 28, 2021 11:37 PM [Subscribe](#)

Hello everyone,

After reading through the article the key points that stood out to me all came from the pre negotiation sections. I believe that coming to a situation prepared is half the battle. Budget, issue analysis, building a rapport, and goals were the most important though. No matter what side of negotiation your on all those things are key players in the game. When it comes to things I need to work on, I would say the drafting of the documents. Another thing that I need to work on is just logistics, hammering out the final details and if that can be moved through quickly. The second rule of communication is extremely important. Opening and maintaining lines of communication and understanding that communication means being willing to listen.

Understanding and having the skill set to effectively communicate can make or break negotiations.

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Week Four

Corinna Whitcher posted Jan 28, 2021 7:07 PM [☆ Subscribe](#)

The article provides information that can be crucial in becoming a master negotiator from a novice one. It layouts important steps and rules to follow while negotiating, and how to handle different types of negotiators you may face. While reading the article a key point that stood out to me that would be a critical step was the "Plan Your First Move Carefully." This is critical because when in negotiations your initial offer is what becomes the "negotiation zone." This is what sets the standard and range at which negotiations will be bartered.

An area that I would need to work on to help me become a better negotiator would be learning when and how to mediate. Working on this area would benefit me because I would be able to recognize the signals sooner rather than later. Having a strong awareness in this area can prevent unnecessary conflicts and delays with a negotiation. It can also help in being able to utilize a mediator to my advantage while in a negotiation, should one ever be needed.

Rule 2: Communication Skills is very important. Strong communication skills help people strengthen and build rapport with others such as clients and peers. As a negotiator using your communication skills you can reach out to the other side to get their perspective and hear them out. You then get to put yourself in their shoes and see what the best possible approach could be for a resolution. "The ability to see the situation as the other side sees it, as difficult as it may be, is one of the most important skills a negotiator can possess." (FindLaw, 2018). This also provides the ability to the negotiator to build trust with whom they work with, even if they aren't on the same side.

FindLaw Attorney Writers. (August 10, 2018). *Improving Negotiation Skills: Rules for Master Negotiators*. Retrieved from <https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0Xlo.dpuf>

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Discussion 4-1: Negotiations

Danean Causby posted Jan 28, 2021 3:40 PM

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A key point that stood out to me as a critical step, that you need to take in future negotiations, was the Planning Rule. Negotiations are like a game of strategy, planning ahead as much as possible is key. The article includes helpful information for the negotiation process, for example Freund's format for negotiating a plan. The questions include- *what do I want, where do I start, when do I move, and how do I close?* The difference between a novice and a master negotiator is how thoroughly they plan and how to strategize each step in the process and knowing exactly what they want. These skills that a master negotiator uses are imperative for reaching the end goal, which is getting an acceptable agreement for their party.

One area that I think that I need to improve upon, in order to become a better negotiator, is being assertive. Working on achieving more of a balance between too aggressive and too passive is what needs to be focused on. Advocating for oneself and stating one's needs is very important in negotiation. Also, being prepared to walk away from the table is important because your needs have to be taken into account equally. After watching the Youtube video on the "3rd Alternative" by Stephen Covey, there was an interesting perspective mentioned on the topic called "Synergy". This is when both parties join together to 'transcend the conflict', meaning, the whole is greater than the sum of its parts.

Rule 2: Communication Skills - a simple soft skill comes to mind, the importance of waiting for the other person to finish talking without interruption shows respect and caring about what the other person is saying. Talking over someone shows aggressiveness. "To negotiate well, you do not need to be tricky. But it helps to be alert and prudent. The best negotiators play it straight, ask a lot of questions, listen carefully, and concentrate on what they and the other party are trying to accomplish at the bargaining table." (Findlaw, 2018). Also, "people

problems" fall into three categories: perception, emotion, and communication. Having compassion for the opponent and trying to understand their point of view is an essential skill in the art of negotiation.

Have a great week,

Danean

Sources

Findlaw. (2018). Improving Negotiation Skills: Rules for Master Negotiators. (2018, August 10). Retrieved January 28, 2021, from <https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0Xlo.dpuf>

The 3rd Alternative by Stephan Covey - YouTube. (n.d.). Retrieved January 28, 2021, from <https://www.youtube.com/watch?v=jNlwjjRpOxE>

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Last post **Thu at 5:40 PM** by
John Medeiros

Negotiations

Erika Nickerson posted Jan 28, 2021 10:01 PM  [Subscribe](#)

Hey Everyone,

The main thing that stood out to me was that attitude is everything and to be cooperative. I feel sometimes that a person is unwilling to do the work and always have a negative mindset. In rule 1.1: everything is negotiable all of the time, it stated that the best negotiators have four key habits, the willingness to prepare, have high expectations, the patience to listen and the commitment to personal integrity (FindLaw Attorney Writers, 2018). I honestly believe this could work in any aspect in life, both work and personal. Your attitude reflects in your work, if your impatient and rush through then your results are also not the greatest. Being cooperative but also making sure your not being taken advantage of also stuck out because I used to have that problem when I first started working. For example, I have negotiated work hours or wages in the past and I felt like I could never find a middle ground. It would always end up what was offered or leave. It took me awhile to stand my ground and negotiate anything really. I could never have represented someone in a mediation in the past. Honestly, I'm not even sure I could now but I have gotten better at "reading the room" and negotiating. I learned to read people and their behavior and negotiate better when I was a supervisor and had to make work schedules. It was an interesting experience. I feel like I am extremely well at planning and researching but execution is my downfall. I think this would fall under rule 3.2: Plan your first move carefully. I feel that I often stumble when trying to get my point my across. It states that you want to make the highest or lowest justifiable offer in negotiations. I think this is where I would need the most work.

Communication skills are important in negotiating because without it there simply is no negotiating. In order to negotiate you have to be able to listen, understand, and talk through the issues to get to a settlement. You need to be able to effectively communicate with the other side and debate. If you go into a negotiation unrealistically demanding and are unwilling to listen or compromise in any way you're more likely to lose out.

Erika

References

FindLaw Attorney Writers. (2018, August 10). Improving Negotiation Skills: Rules for Master Negotiators. Retrieved from <https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0Xlo.dpuf>

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Last post yesterday at 1:34 PM
by Kristen Perrone

4-1

John Medeiros posted Jan 28, 2021 5:30 PM [★ Subscribe](#)

The introduction to the article gave interesting examples of what it takes to be a good negotiator. Such points the stood out to me were "... most people simply don't know how to negotiate. Our parents don't teach us how to negotiate, probably because their parents didn't teach them how to negotiate.", "The Master Negotiator is not someone who works miracles, who can pull off remarkable "swindles" or hypnotize his or her opponents into barking like dogs and doing other things that they would not ordinarily do." I find both statements true, I am not a good negotiator because my parent's rules were defined and not allow to change by me challenging them based on the situation, or otherwise negotiating the situation. So of course, by them sticking to the rules and values they did not teach or allow my mind to think about negotiation was as a child. Secondly, I agree the master negotiator does not manipulate others, I do believe the master negotiator may only clarify their rules and values better than the novice negotiator. I do think that when is comes down to being considered a master negotiator this person does have a larger ego and stronger personal traits that they rely on to make there points more valuable. Remembering that I was not taught to be a good negotiator and that making clear points along with coming across more confident will help me be a better negotiator in the future.

After reading the article I found that the section ruled on attitude as something I need to improve on become a better negotiator. When negotiating I tend to be very one side minded, this creates me have a negative attitude as the discussion continues. I need to look at both sides and come to a favorable decision prior to negotiating. Being perceived as having a "hot head" attitude discredits one's opinion in any negotiation. Allowing myself to have a more relaxed impression and attitude, may ultimately allow my values to be considered and overseen as the better choice. This correlates with rule 2: communication, as stated in the article being cooperative, listening, and paring down large groups. The importance of each traits during communication during a negotiation may be the most in my opinion. Without cooperation, and the listening by both debating sides the negotiation may become more irrational creating hard tension that could result in physical contact or otherwise not reaching a common result. The paring down of sides is necessary during a group negotiation. Without one person representing the groups value or one person speaking at a time, this may cause miscommunication amongst both groups again resulting in misrepresentation of one side and not coming to a favorable goal.

I think that both attitude and communication are high on the list for an accurate and favorable outcome for both sides. Do you agree?

(<https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0XIo.dpuf>)

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Module 4 Discussion

Joseph Bixler posted Jan 27, 2021 12:06 PM [★ Subscribe](#)

A key point that stood out in the article was the need to build rapport with the opposing side. Many times the end of a negotiation is not the end of a relationship. Going into the negotiation with the knowledge that you could potentially continue to do business with the individual or individuals is crucial. Burning a bridge during a negotiation could prove detrimental down the road when further meetings need to take place.

As I continued to read the article I became aware of a negotiation tactic that I was lacking in. Seeing the other side's situations, essentially putting myself in their shoes, and withholding judgment are two points that are so simple but often forgotten. My job has caused me to be in many negotiations, many of which are impromptu, and my immediate thought process is how I feel about a situation. I believe that in the heat of the moment many people default back to their own feelings and needs, but understanding how the other side is effected by the negotiation could help both parties come to a mutual agreement.

Communication is the cornerstone to any negotiation. Without effective communication the talks will break down and agreements will not be met. FindLaw Attorney Writers (2018) talks about reciprocity as a simple three-step code of conduct, which I found to be very simple but powerful. Step one is being trustworthy and reliable, step two being fair to those that are fair to you, and third let others know when you feel you have been treated unfairly. Always following these steps in every negotiation sets a precedence and word will get out about what you value as a negotiator.

Another very important part of communication is effectively listening. Often neglected, listening effectively allows you to understand what the other member across the table is requesting and potentially allowing you to use that as leverage.

FindLaw. (2018). *Improving Negotiation Skills: Rules for Master Negotiators*. Retrieved from

<https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0XIo.dpuf>

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Last post **Thu at 8:57 AM** by
Marla Muse

Discussion 4-1

Kathryn Seaman posted Jan 28, 2021 12:29 PM [☆ Subscribe](#)

The provided article, *Improving Negotiation Skills: Rules for Master Negotiators*, described many key aspects of being a successful negotiator but there were a few points that stood out to me as things that I can incorporate to improve myself. Firstly, under Rule 3.2, the author states that master negotiators often lead more fulfilling lives, if you do not ask, you will never have the chance to receive it. I think this point is extremely important for me to incorporate into my negotiations. Knowing my worth and arguing for what I deserve is a skill that takes practice. Secondly, planning plays a very critical part to all negotiations, without a plan of attack your negotiation will lose traction quickly. While I have always planned what my bottom line was, I have not always planned for the entire “negotiation zone”. With more information, I will be more confident and able to argue my side more thoroughly. Another point that I plan on utilizing is the “consistency principle”, as it is very persuasive and focuses on positive aspects of people or situations, which begets more positivity.

Communication is key to the success of all the relationships we have in life, whether it is between your co-workers, friends, family or the teller at your bank. Without both people communicating their needs, it would be very awkward for you both to just be standing there staring at one another. The most important part of communication is actively listening. I have found that in many conversations people are only waiting to respond instead of listening to what is being said, this is a fundamental issue in many negotiations. If neither of the parties are acknowledging what the other is saying or wanting, there is no foundation to negotiate upon.

-Kathryn

References:

FindLaw. (2018). *Improving Negotiation Skills: Rules for Master Negotiators*. Retrieved from <https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0XIo.dpuf>

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Last post **Thu at 6:05 PM** by
John Medeiros

4-1 Discussion

Kimberly Howell posted Jan 28, 2021 11:00 PM [★ Subscribe](#)

After reading the article a key point that stood out to me as a critical step I would need in future negotiations is to plan your first move carefully. The idea of this step is to understand where your opponent lies within your negotiation process. You don't want to aim too high or too low. You need to have logical support as to why you are choosing this position. This logic should come easily if it is hard to come up with reasoning then maybe your position is not actually logical.

"If I had to name the single most important rule for a negotiator to follow it would be this one. Where you start is critical to where you wind up. If you start too high, your opponent will either be ridiculous to the other extreme, or he will not talk to you. If you start too low, the bullies will kick sand in your face! (Findlaw Attorney Writers, 2018)."

I think for me, this would also serve as an area I would need to improve on. Having this as a key step means needing to take a look at both sides of the argument or controversy and really understand what the opponent is saying and needing in order to give a good and logical first move. I feel I am always eager to jump to a conclusion and choose what I think is right or wrong based on my own opinions rather than looking at the situation as a whole. I wouldn't want to go into something with an idea that is completely irrelevant or unlogical to the situation. This would set the tone for the whole situation and would give the opponent an idea of what they are really in for, so making a good first impression would be key to success.

Rule number 2: Communication, is extremely important in the sense that you want to ensure you have all of the details as well as give as many details as possible. You want to be able to speak with your opponent in order to understand their side. You also need to get them to understand your side. If someone is difficult to communicate with you will lose important information through frustration. Maybe even having a third party would be beneficial to help ease the conversation and ensure the communication is solid. Listening is also a huge factor in communication. You want them to spill as much detail as possible so that you have a full

picture. Try asking questions furthering the conversation and really diving into it. This will help you to be able to pick up key aspects of the situation that may get easily lost. With understanding all of these you will then be able to have a better chance at winning the negotiation by showing them you are trying to figure out what will work best for everyone involved.

Findlaw Attorney Writers (2018). Improving Negotiation Skills: Rules for Master Negotiators. Retrieved January 28, 2021, from <https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0Xlo.dpuf>

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Last post **yesterday at 8:59 AM**
by Marla Muse

4-1 Discussion: Negotiations

Kristen Perrone posted Jan 27, 2021 11:46 PM

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Good evening class,

This was a very interesting article to say the least and I came to realize that I would be considered the novice negotiator. When reading this I found the step that stood out was in the pre bargaining phase. This starting step is crucial and used to ensure everything that you want out on the table is talked about and brought up. Another good point from the pre bargaining phase is the analysis section, if you can read into what you have prepared and tear it apart as if your someone else, think outside of the box, you can better prepare yourself for anything that

could arise. This phase of the negotiation I would say is extremely important and needed before actually going into any discussion.

As it reads in the article, good negotiators grow their line of communications where they are weak, this is the exact same mind set as sharpening your skills that are rusty. Keeping lines of communication open with multiple people within an industry not only can help in the long run for success but it can also be used later if any assistance is needed. Staying transparent and honest with people will help open up your networking realm and earn people's respect but it will also work on bettering your communication skills because people will be more willing to engage in conversation. That's why rule number 2 is so important during negotiations.

Findlaw. 2018. Improving Negotiation Skills: Rules For Master Negotiators - Findlaw. [online] Available at: <<https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4ZOXIo.dpuf>>.

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Last post **Thu at 8:35 AM** by
Marla Muse

4-1 Discussion: Negotiations

Lee Pulling posted Jan 27, 2021 2:11 PM  [Subscribe](#)

After reading the resources in this exercise, it became abundantly clear that negotiations are truly an “art” and not just one side trying to win their issues. The strategies for a successful negotiation are quite complex and varies from case to case. One key point that stood out to me was Rule 1.2:

Compromise is omnipresent.¹ “I cannot remember conducting a mediation or being involved in a dispute that could not have been compromised”. My position would be more in line with hard

bargaining on an issue that I felt strongly about and the other party's counterproposals were unreasonable. Since an agreement is not required, I would trust my fate to getting a fairer deal with an arbitrator. That could possibly still be my position depending on the circumstances and the attitudes in play. However, in the future more open communication skills would be used to "exchange information, intentionally and unintentionally; overtly and covertly".²

In order to become a better negotiator, I need to become a better listener. Going back and forth with offers and counteroffers may not be productive if you are not listening and understanding the importance of the other party key issues. "The better the communication is the better the negotiation will be".³ Why argue an issue that matters very little to you but is important to the other party. Use this as an opportunity to leverage good will with your opponents. This will keep you in charge and hopefully give you the upper hand in steering the negotiations. In Rule 2.3 Listen.⁴ "Listen actively and acknowledge what is being said...Unless you acknowledge what it is they are saying, they may believe you have not heard them." This is a negotiating skill that I would not have previously considered.

The importance of Rule 2: Communication Skills.⁵ is stated in the first sentence. "Without lines of communication there can be no negotiation." Many articles written on this state that communication is the starting point in negotiations. The nuts and bolts of negotiations and the path forward is usually determined by the skills of effective communication at the table. Developing skills such as establishing rapport with your opponent, seeing the other side, understanding and acknowledging what they are saying is necessary and greatly increases your odds of a favorable outcome to your negotiations.

References

1. Rule 1.2, Rule 2.3, Rule 2, Improving Negotiation Skills: Rules for Master Negotiators, <https://www.findlaw.com/company/our-team.html>
2. Key Aspects of Communication in Negotiation, <https://oregonstate.edu/instruct/comm440-540/commfactors.htm>

3. Role of Communication in Negotiation, <https://www.managementstudyguide.com/role-of-communication-in-negotiation.htm>

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Last post **Thu at 8:42 AM** by
Marla Muse

Discussion 4

Nicolette Connelly posted Jan 27, 2021 7:07 AM  [Subscribe](#)

The point that stands out to me the most is Attitude, especially rule 1.1 and 1.2. Good negotiators know that anything is negotiable. Sometimes scenarios or offers are presented that can feel extreme or unfair, it is up to the receiver of that to realize that it is a starting point, a point to negotiate from. With this comes a need to compromise. Each party has to be willing to compromise in order for a negotiation to be successful in most cases. I think these are the biggest points because really, if people are not willing to compromise or realize that a situation needs to be negotiated none of the other steps or rules can take place.

One area I find myself needing some improvement in is the planning phase. I have not been apart of negotiations on a large scale, but nevertheless negotiation and communication are a large part of most every job. I find that my planning consists mostly of recognizing a problem and coming up with the best solution. However, what I am lacking is the full plan to get to the solution as well as developing a couple of suitable solutions. Specifically, rule 3.4- plan to make concessions. It is not that I don't make concessions, it is that I don't plan for this phase and in the end sometimes I can concede too much because I didn't prepare well enough.

This article lays out the importance of communication skills in rule 2. It states, "without lines of communication there can be no negotiation" (Findlaw, 2018). After reading this section I have a deeper understanding of what communication can and should look like in a negotiation process. It is not just about going back and forth with offers and declining or accepting, it is about building a rapport with the opponent. A good point is made in that if you are negotiating with a person or team, it is likely that the relationship will be ongoing after a resolution is made. So, it is important to foster that line of communication. Master negotiators use multiple techniques for communication based on their opponent, they don't just focus on statistical evidence or numbers, they also pay attention to feelings and overall attitude.

Findlaw. 2018. *Improving Negotiation Skills: Rules For Master Negotiators* - Findlaw. [online] Available at: <<https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0Xlo.dpuf>>.

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Last post **Wed at 2:41 PM** by
Lee Pulling

4-1 Discussion: Negotiations

Robert Tanguay posted Jan 28, 2021 7:12 PM  [Subscribe](#)

I found Phase 1: Pre-bargaining Phase to be an integral and critical step in the negotiation process that I will be using in future negotiations. I have used many of the steps in the phase before, but there were some keys steps which I had not utilized, and the results were not what I would have hoped for. My first missed step was the leverage evaluation. While I had always tried to get as much

information I could before the negotiation, it had not occurred to me that I would have to evaluate my opponents' strengths or weaknesses for leverage. This would leave me blindsided at times. From now on, taking a truly objective look at what my opponent is bringing to the table or may bring to the table before a negotiation will be critical to my pre-bargaining phase. This also led into another weakness that I have had under this phase; what would be the type of negotiation. I have generally just assumed that a negotiation would come from the same competitiveness to get what each side wanted. It had not occurred to me that there could also be cooperative and even more unusual types of negotiation. This article has changed my perspective about what to do and start to expect about a negotiation before it even begins.

Rule 2: Communication Skills is vitally important to any negotiation. The lines of communication are crucial to any kind of negotiation because without it, it would be impossible to have a negotiation. The lines of negotiation are also the place in which one can establish and nourish the rapport that they are having with their opponent. This is established with the three-step code of conduct: "First, you should always be trustworthy and reliable yourself. Second, you should be fair to those who are fair to you. Third, you should let others know about it when you think they have treated you unfairly." (FindLaw Attorney Writers, 2018) This will keep communication civil as both sides will be treated with respect and be truly listened to.

Being cooperative is also great for keeping up the lines of communication, but it is also essential that one does not become complacent and "let their guard down." (FindLaw Attorney Writers, 2018) One way to prevent this complacency is in Phase 1 of the negotiation process whereby one is doing a proper leverage evaluation of the issues, but also of their opponent. Different people will negotiate differently, so it is important to understand who you will be negotiating with and their style. This will also enable you to understand more of the negotiation style that will be expected during the negotiation and you can prepare yourself to communicate along those lines.

Listening is vital to any type of communication, whether it is a negotiation or average conversation. To listen to someone is to be actively involved in what they are saying and how they are behaving. You will be able to pick up on areas of weakness of your opponent and even areas in which compromise may be possible. You will be able to hear what your opponent feels most passionately about and can use this when establishing rapport or use this while negotiating your side's wants.

Paring down large groups is that last part of the communications subset of rules. By making groups smaller it is easier to come to a consensus and agreement. When too many individuals get involved in a negotiation, there get to be too many voices and opinions in the room. Details can get lost while everyone wants to get their say into the negotiation. By designating a few people to handle the negotiations, both sides can hear one another and get to the foundation of the negotiation. This keeps the communication going and not bogged down.

-Rob

References

FindLaw Attorney Writers. (2018). Improving Negotiation Skills: Rules for Master Negotiators. *FindLaw for Legal Professionals*, retrieved from: <https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4ZOXIo.dpuf>.

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Sarah Maciag posted Jan 28, 2021 9:43 PM  [Subscribe](#)

In my opinion, the importance of planning cannot be stressed enough within a negotiation. While one may often think this is a situation you do not need to prepare for because it is unpredictable, and to that I would argue that it is exactly why you need to be prepared. The Article states, “While a Novice Negotiator may do some planning, he does not plan thoroughly.” (FindLaw Attorney Writers,2018) Being prepared can fall under an array of different items from being knowledgeable on subjects, to having role played several scenarios so that you are prepared if the unexpected happens. As Benjamin Franklin said, failing to prepare is preparing to fail.

While planning is what stood out of the most importance to me, it also could be an area that hinders me. As I do not like public speaking, and tend to worry about different situations I tend to “over” prepare and practice several situations some of which may hold no relevance. Due to this my negotiating skills may come off as stiff or unapproachable.

Communication skills within negotiating are of the utmost importance as a great negotiator is also someone who is a great communicator. As negotiating was defined within this article as an “interactive communication process”. Within the human communication process, we have sources and receivers (Those who send and receive messages), they then engage in encoding and decoding (interpreting the messages and assigning meaning) which may encounter noise (When decoding and encoding may be misinterpreted) and with this comes competence (the perceived knowledge skills, and values) (Shockley-Zalabak, 2016). The mastery of this process allows you to better communicate the wants and needs of the party you are negotiating for.

[disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0XI0.dpuf](https://www.studocu.com/row/document/central-south-university/communication-skills/disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0XI0.dpuf)

Shockley-Zalabak, P. (2016). Fundamentals of organizational communication: Knowledge, sensitivity, skills, values. Boston: Pearson.

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Week 4 Discussion

Sean Walker posted Jan 28, 2021 8:38 PM [★ Subscribe](#)

While reading the article, Importing Negotiation Skills: Rules for Master Negotiators, I came to realized that being a good negotiator isn't an easy task and I could really learn how to become a better negotiator. Not only this skill will help me in buying future items, but most importantly, it will help me in my future career in Human Resources.

A key point that stood out to me and a key point that is the most as a critical step I need to take in future negotiations would be Rule # 3, Planning. Especially Rule 3.1, Develop a flexible negotiation plan.

A self assessment on myself, I know my planning stills needs to get better. In negotiation, you need to have a well developed game plan in order to negotiate effectively, this means you need to know what you want, where do you start at, when do you move, and how do you close.

Rule 2: Communication, is very important. Without communication, you can not negotiate, the article thats that Lines of Communication are critical. Meaning, this is a very important step.

This is so important because negotiation can and will fail for lack of communication.

References

Findlaw. (2018). Improving Negotiation Skills: Rules for Master Negotiators. Retrieved January 28, 2021, from <https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0Xlo.dpuf>

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Last post **yesterday at 3:44 PM**
by Thomas Cohen

Thomas Cohen Week 4 Discussion

Thomas Cohen posted Jan 27, 2021 5:36 PM [★ Subscribe](#)

After reading this article there are a few things that stick out to me. The first one is building a rapport in phase I. If both sides have a good relationship, there is a good chance they have mutual respect with each other. In my opinion, I think this is mainly what gets deals done. The second one is Tactics. By now you should know who you are dealing with and you should approach them. You should know their strengths and weaknesses so you will know what to expect. Let them do most of the talking, the goal isn't to get what you want to help them get what they want. It's not a bad idea to play Good cop, bad cop. When facing off with a two-negotiator team, you may find that one person is reasonable and the other is tough. Realize that they are working together. The area I think I would need to work more on is Rule 2.2 (Be cooperative, but don't let your guard down. This is because I tend to be easy going and try to please everyone and try to create a decent agreement relatively efficiently while maintaining some relationship.

References:

Findlaw. 2018. Improving Negotiation Skills: Rules For Master Negotiators - Findlaw. [online] Available at: <<https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0Xlo.dpuf>>.

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4-1 Discussion Negotiations

Tiana Rivers posted Jan 27, 2021 12:45 AM [★ Subscribe](#)

Hey class,

A key point that stood out to me as a critical step in future negotiations was attitude. The article states attitude is critical and within the rule there are three sub rules that make out the attitude aspect, which are Everything is negotiable, compromise is omnipresent, and "Fair" is range. A successful negotiator must have a positive attitude and is able to effectively handle stress while being quick verbally. Positive attitude negotiations is when everyone is using openness and positive emotions to have better interactions with the other party. Attitude also helps when it comes to reaching a common ground, enhancing the relationship with the other party and maintaining trust. Your attitude plays a bill role in negotiating.(FindLaw, 2018)

For me to become a better negotiator, I need to work on my communication skills. I tend to shut down in some instances and no longer effectively communicate what needs to be said, which is not good when handing critical situations. I need to be able to listen effectively minimize misunderstandings while handling difficult situations. It is very vital to have good communication skills which is the life-line of negotiating. Having those skills gives the ability to be able to listen and show interest in what others are saying, speak back in a clear tone that

states an opinion or question, and showing interest. Communication skills encourages positive dialog and aids in the development of leadership skills.

References:

Findlaw. 2018. *Improving Negotiation Skills: Rules For Master Negotiators* - Findlaw. [online] Available at: <<https://corporate.findlaw.com/litigation-disputes/improving-negotiation-skills-rules-for-master-negotiators.html#sthash.LK4Z0Xlo.dpuf>>.

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Discussion 4 -1

Wendy Smith posted Jan 28, 2021 11:33 AM  [Subscribe](#)

One of the several pieces in the article that stuck out to me was the Pre-Bargaining Phase. I found it interesting as over the years I worked with a large sector of people who will spring demands on you. It's challenging to be prepared to bargain. And for them, I cant send them away and say let me get back to you. A lot of times, it was I want an answer now. So over the years, I naturally and with great difficulty learned this step. But I learned it as a tool, to get people to calm down. I wasn't a lawyer but I was someone who had what they wanted or had the power to fix something. This pre-bargaining process is something we can do with almost everything in our lives. And is really useful in not just resolving negotiations, but understanding and stress as well I have realized. It's really all about honest listening.

The other part that stood out to me was Rule 1.3: "Fair" is a range. Everyone has their own idea of what they believe is fair. That is the hardest part of negotiating. Sometimes, Not always I do understand the other side's position but I also believe rules are meant for a reason. It bothers me a lot during negotiations that someone wants me to make them an exception to the rule. In my mind, once you have too many exceptions then there is no rule. No civic standard just a wild mess with no boundaries. Because of that, I tend not to give so easily. I

need to work on being slightly more flexible if I want more wins in negotiations and fewer impasses.

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