Negotiation Skills for Educational Professionals

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AGENDA

- Do we really negotiate in education?
- What are the basic principles of negotiation?
- What are the outcomes of a negotiation?
- How do I use these principles as part of my practice?

Do We Negotiate in Education?

Sometimes, it's not so obvious.

When do you negotiate?

How Do We Negotiate?

Is there a method to the madness?

ABCs of Negotiating

Acquire Information
Build Value
Claim Value

"Please wear the DM unit."

Acquire information

• Spend time asking questions.
• Share some information (but not too much!)

Build value

• Determine the other person's interests and priorities
• Interests: The underlying needs and reasons a person has for a particular issue
• "I need to wear this device so I can stay in compliance."
• Priorities: The ranked importance of each issue for a person.

• "I am more concerned about knowing how to use the device than where to store the device."

In the infamous words of Ted Lasso...

Claim value

• Aspiration vs. Reservation Points
• Best alternative to a negotiated agreement (BATNA)

What Are the Outcomes of Negotiations?

Outcomes depend on you!

Five outcomes in negotiation

You	The Other Person
Win	Lose
Lose	Win
Compromise	Compromise
Lose	Lose
Win	Win

The Orange Problem

How to get an orange of satisfaction

Questions to Consider While You Watch

• What was Mary's goal?
• What was Lizzie's goal?
• What was the outcome of the orange conflict?
• What did Mary and Lizzy to achieve this outcome?

Video: Two Girls and an Orange

Discussion Questions

- Why is it important for people to communicate during conflict?
- Do people always communicate when they have conflict? Why or why not?
- Did this scenario remind you of similar time in your life? What was the outcome then?

How Do I Use the Principles of Negotiation?

What should you have in mind?

1) Separate the person from the issue.

2) Negotiate based on interests, not positions.

3) Create a solution to which you would say yes.

4) Create different options from which to choose.

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