

Organization and country: I & F Education - Ireland

Name of the activity: Negotiating empathetically

Overview (What I am going to learn?):

You will learn about the different outcomes of a negotiation when, instead of focusing only on your interests, you also understand and include the needs and goals of the other person in order to get to win-win solutions.

Objective (What am I going to learn it for?):

The aim of this activity is to practise techniques to negotiate empathetically.

Materials:

Win-Win Negotiation

<https://www.mindtools.com/CommSkill/NegotiationSkills.htm>

Empathic Negotiation

<https://youtu.be/aHhPh5aKG0U>

Pen and Paper

Time:

Estimated time 60 minutes

Target group:

Professionals working in the same company or department

Ideally working in pairs

Instructions for facilitators

The aim of the activity is to practice key techniques in order to be able to negotiate empathetically.

This involves getting to know the needs and interests of both parties, not only ours.

Both for internal and external negotiation.

For the exercise suggested you can choose either an easy or a more difficult situation.

Tasks and procedure:

Phase 1: Preparation

- The instructor explains the theme (negotiation to be done), identifying the characters of the negotiation to be carried out.
- Divide the group in pairs.
- Each person will identify the lose-win situation that they are currently facing and will define his/her own
 - o Goals
 - o Positions
 - o Underlying interests
 - o Try to figure out the best resolution his/her can expect
 - o What is a fair and reasonable deal and what is a minimally acceptable deal
 - o Give some thought to your strategy.

Phase 2: Empathetic Negotiation to find win-win solutions

- Look for an integrative solution
- Create additional alternatives, such as low-cost concessions that might have high value to the other person
- Frame options in terms of the other person's interests
- Look for alternatives that allow your opponent to declare victory
- Try to understand the other person: know his/her situation
- To successfully negotiate empathetically it is important to focus also on the other person.
 - o figure out what the other's goals, needs, and positions
 - o think about the personality of the other person
 - o what are the real Needs vs. Wants

Conclusion and evaluation:

Discussion on the topic

1. What was your initial position?
2. Where are your goals defined, on needs or wants?
3. Have your goals or position changed when you became aware of the needs of the other person?
4. Have you been able to find a common ground solution?
5. If you had to renounce to some of your goals, where will you be able to negotiate to get something from your renunciation?
6. What's your overall feeling about the negotiation?
7. Do you think both parties are happy and feel good after the negotiation?
8. Was the working relationship improved or negatively affected as a result of this negotiation?