

NEGOTIATION

Introduction

Negotiation is the process whereby parties move from their different stands to a point of agreement. Negotiation practice is being used widely in different capacities of life since the ancient times. It's like a benchmark of what is required from the other party. The other party should not in any way understand how the negotiator develops strategies for the process. This is usually done through the best alternative of a negotiated agreement (BATNA). The negotiation process usually begins before the conversation through preparation considered that all the issues affecting the two parties are relevant to the negotiation deal. The negotiators must aim higher and this will provide room for negotiation to which will eventually lead to success. The other key element in this process is use of emotive appeals and combine of logic. It is quite easy to approach a negotiation while you are well conversant with the terms of the other party. This will however help the initiator to use appropriate logic in the deal. The negotiator should also use the compromising means as the last strategies in case the other alternatives fail. This is usually applied in the western countries but negotiators should always be keen so that this does not lead the two parties to disarray.

The negotiation process

There are five key approaches that are used in the negotiation process. These are; compromise, bargaining, use of threats, use of emotion and finally through logical means. During the process of negotiation it's prudent to understand some of the basic elements before handling issues of the same kind. Most of the people in their natural consent desire to be popular. They don't wish to

lose fame and prestige and are willing to offer concessions at cheaper costs to finalize an issue. Studies have indicated that emotions can be the key propeller of an individual's actions in the negotiation process. There are several situations that make people engage in negotiation. For instance, individuals can negotiate in the work place. This could be negotiation over the salaries, work terms & conditions and other responsibilities. Some of the skills that negotiators should use include; Preparation. If the negotiator is not ready, he or she should postpone the negotiation to a later time. During this period of time, preparation is done whereby research is done and potential steps highlighted (Mercy Corps, 2006). The negotiator should also remain silent while the other side is expressing themselves. This brings attention and a better flow of conversation between the two parties. The negotiator will at the same time collect information from the other side concerning their interests and stands. The negotiator should be observant throughout the entire process. This allows the negotiator to control the emotions of the other side such as anger and try to mitigate this.. Another way to solve heated negotiation is to give it a break until actual value of the two parties is witnessed. The negotiator should be open minded and creative. He should be well prepared for the negotiation process days before (Erich, Rifenburgh, 2019). On top of that, the negotiator should make wise decisions so as to progress the negotiation. All decisions should be made based on facts and information collected and not emotions. Most finally, the negotiator should be able to learn from the entire process. It should be a learning experience which will allow both of them improve their skills.

Reflective essay on the negotiation process

This paper will give a report on the negotiation process whereby an agreement was achieved without use of negotiation theories. There were two parties which participated in the negotiation. I happened to be one of the negotiators and the experience was great. Although the deal led to

success in the end, the negotiation process to some extent was uncomfortable, boring and unproductive. This resulted after realizing that my preparation levels were low. I lacked appropriate skills to drive the conversation. The opponent was quite challenging and very reactive. Our first offers were so much apart than I had anticipated. After a series of negotiations there was a negative bargain at a wider range I understood the fact that for any negotiation to succeed it is prudent as the negotiator to employ the necessary skills needed (Eldonna, Fernandez, 2017). I lacked confidence and this created fear especially during the onset of the conversation. It was a challenge for both of us coming to terms. Some other individuals who participated with us thought that the negotiation process should only be done by experienced people and hence they lacked trust on us. Others assumed that the deal is not negotiable. Failure to build a relationship with the other party before negotiation led to mistrust between us. This however took a longer period of time to create a better rapport and success of negotiation. My other weakness was realized when I failed to ask questions. I did not present enough questions to the other party as the process was on. Furthermore, the other opponent talked a lot. This was a sure way of destroying the deal. I tried all means to intervene but the opponent was so arrogant. I later understood that being silent in the conversation will enable the negotiator to win the argument significantly. Nevertheless I had better stands that enabled me win the negotiation. On view of emotions I gave time to the opponent and later offered my perfect stand. I knew how to finally maneuver and control the emotions of the other party. I practiced empathy and false emotions so as to develop trust. While using bargain I realized that the statements that were said were well observed then finally used as a yardstick to bring a conclusion of the matter.

How to deal with these weaknesses

The negotiation process ended and I came to realize that to be a successful negotiator and to win an argument it's prudent to embrace certain skills and methods that will increase your chances of winning the argument. For instance in the example given above, the negotiator did not use negotiation skills and hence the winning was not effective. The process had various limitations but in order to avoid such weaknesses, the following ideas should be considered. The negotiator should check on their assumptions. If he or she takes time to study the other party and realizes their weaknesses it will become easier winning the argument. The negotiator should expand the alternatives he has developed. For instance he or she should ask a question; is the service or product available in that person alone or could be found elsewhere? This will also enable the client to choose from in case the first option fails. Another point of concern is ability to change the subject. This is a situation whereby the negotiator may talk of future possibilities or other opportunities. It could also mean bringing in a comparison of other products available in the sector. The negotiator should however use any of the negotiation theories to solve the problem. For instance while referring to the case discussed above, the negotiator may use strategic approach. This approach which focuses on the end goal or rather the final outcome of the negotiation (Synder & Diesing, 1997). Negotiators are considered as the key decision makers who have other alternatives. Through this process it is believed that the end process will in most cases end as a win-win for both. The negotiator may also use behavioral approach which focuses on the negotiations from individual's personalities or characteristic's. This determines the outcome of the negotiation process. This approach borrows a lot from psychological perspectives which emphasizes that negotiations are basically based on the individuals involved in the process (Zartman & Sebenius, 1986). For any successful negotiation the negotiator must use negotiation skills with emphasis on the theories discussed.

Preparation before negotiation

The negotiation attended enabled me to identify the main strands that allows individuals to win an argument. For any successful negotiation, preparation is key. Planning is necessary before the actual day for negotiation. There are two main approaches in establishing a negotiation process. One of this approach is to develop a negotiation position which has two ends that is to an objective point and a resistance point. The difference between the two points helps the negotiator to find room to carry on and develop a scope of bargain. For instance, I was supposed to consider other alternatives as the bargaining process appeared to fail. The point of resistance is determined by the other parties' reaction in the negotiation process (Doughlas, 2012 p.73). Setting an appropriate target in this case is very important and key for a successful negotiation process. The principled approach used in negotiation was considered as one which avoids conflict and offers the platform for creation of integrative remedies (Fisher & Ury, 2011). The principle urges negotiators to get themselves ready while focusing on interests with flexibility. If negotiations focus on individuals stands then they will close up any potential successes in the process. The negotiators should give consideration to objective principle pre to the negotiation day (Lax & Sebenius, 2015). Most of the negotiators usually negotiate at the first level of principle so as to create a platform for agreement and then later move into final negotiation process. In this case the principle of objectivity which is central in the process is scrutinized (Zartman& Berman, 2017). High aspirations challenge the two parties which eventually stretches the limits of creativity (Pruitt & Carnevale, 2018).

Conclusion

After analyzing the entire negotiation exercise, I have identified my weaknesses together with my strengths. I have also learnt how ethics and morals influence the behavior of individual in a negotiation process. I feel that the use of bargain and trust is an important avenue for a successful negotiation. However, my low trust on the other party caused me to create a negative relationship with the other party. It is also necessary to show empathy to the other side as this helped to develop a positive relationship. I realized that it is important to view things from the other party's point of view. This will help build trust among the two sides. It will also help in gauging their interest and stand in the conversation. I have also learnt that being open, forming a target and understanding the resistance points while focusing on BANTAs perspective can lead to successful negotiation. I realized that all the false promises made and other statements were inappropriate.

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