

The art of negotiation - reflection paper



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Reflection Paper The Art of Negotiation Herzing BU 336-7A Denise Greaves

By: May Lor January 18, The Art of Negotiation The art of negotiation is a practice that is evident in daily life experiences. Negotiations cut across individual lives, social trends, economic decisions, and business operations. This means that many different people engage in negotiations and bargaining from time to time, if not every day. Many people are not good negotiators and that is why it is good they learn the art of negotiation, which is interesting, informative, and relevant. The subject of negotiation of bargaining is more evident in people's lives than they actually think. Based on this observation, it is imperative to understand how negotiation influences different people from time to time.

At a personal level, the thought of bargaining or negotiation does not cross my mind on an everyday basis. However, Moore and Woodrow (2010) contend that negotiation is an ongoing process in the life of an individual. This is because individuals always strive to make their lives better in one way or another. In the process, negotiation becomes critical as far as realizing the underlying outcomes is concerned. In this respect, it is eye opening to learn that bargaining and negotiating is a significant part of an individual's experiences over time.

Whether negotiation takes place at an individual, social, economic, legal, political, or business level, it is evident that some individuals are better negotiators than others are (Thompson, 2009). An actual negotiator usually has certain characteristics. They are good listeners with high and reasonable expectations. Regardless of having a good knowledge of the topic, they give time to the other party to express themselves. To add on, they usually have the willingness to prepare on the area of discussion and are people of very

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high integrity (Kramer, 2001).

In other words, the strategy and approach employed in negotiations are critical to the expected results. The success, effectiveness, and efficiency of the negotiator determine what the negotiator gains at the end. This is because the primary goal of negotiating or bargaining is emerge a winner as opposed to a loser. However, it is important to point out that negotiations encompass both winning and losing depending on the skills of the persons involved.

The art of negotiation in the business world usually has several steps. The first step is preparing on the right strategy. This mainly involves developing an intense knowledge for the matter at hand. With all the relevant knowledge it is easy for someone to negotiate and answer any question that may arise. Exchange of information is the second step where one can get information on perceptions and issues from the other party. A good negotiator has to be clear when making a presentation. The other party may not agree with your contents and as a good negotiator one must know how to control his emotions. During this stage people make a number of mistakes like forgetting to ask questions, missing out on important information and having an assumption that the other party has the same strategy as you. Stage three is for opening concessions that are within the context. Most business negotiations that involve transacting require a positive opening to facilitate a good outcome. To continue being within the context, always remember who the person on the other side is. Closing and getting commitment is the last stage in business negotiation. Negotiation can best be closed in a classic way like splitting the difference and putting time pressures.

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According to Thompson(2009), the art of negotiation is subject to the influence of diverse and dynamic factors. For example, the level of information available to the negotiator affects the entire negotiation process. At the same time, past experiences in negotiation could play a critical role in future negotiations, but this is not always the case. Additionally, the integration of global systems coupled with competition around the world makes negotiation a sophisticated process. Amid these observations, an effective and efficient negotiator must be in a position to break these barriers to deliver an appropriate, favorable, or desirable result.

In light of the above paragraph, there is no doubt that negotiation can be easy or difficult depending on the side the negotiator stands. Factors influencing negotiation could carry myths or beliefs that could further challenge negotiators in one way or another. However, it is important to understand what the negotiator can work with and what he/she cannot work with. On the same note, negotiators should establish a set ground, which they would work to improve but not go below it. This would ensure that the parties involved do not worsen their odds of getting what they want.

Finally, it is important to understand that negotiations or bargaining occurs in different types. It is imperative for the negotiator to take the most appropriate approach towards the type of negotiation in question (Moore &Woodrow, 2010). For example, distributive bargaining encompasses the act of compromise and either party cannot be said to surrender. In this respect, it is critical for bargainers or negotiators to understand the context or setting within which the bargaining or negotiation occurs respectively.

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