

The importance of negotiation skills flashcard



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The labour dealings procedure includes three stages, and one of those stages is the dialogue of the labour understanding. The dialogue procedure involves two different parties; the brotherhood, standing for the employees, and the management/employer. The result of those dialogues has a drastic impact on the work lives of the employees, such as working hours, working conditions, hourly rewards, benefits, and other policies. The dialogues besides affect the concern involvements of the employers, such as labour costs, operation costs, and direction control. Therefore, it is of the extreme importance for both parties to guarantee that the negotiating squad standing for their involvements has the necessary accomplishments and abilities to procure what is best for them (Holley, Jennings, & A; Wolters, 2009).

There are several schemes, tactics, and techniques involved in the dialogue procedure. That is why I think it is of import for both, direction and brotherhoods to understand the procedure of dialogue in deepness, and understand how critical it is for accomplishing their ends.

In this essay, I will try to reply some of the of import inquiry sing the dialogue procedure. Questions such as: are negotiation accomplishments intuitive, or can they be acquired? What should direction or brotherhoods look for when organizing their dialogue squads? What are the attacks of dialogue, and why are dialogue accomplishments of import? How are labor-management dialogues different from other types of dialogues?

Intuitive or Acquired?

While it is possible for a people to better their accomplishments as negotiants through experience, pattern, and common sense, research has

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proven that there are techniques in both mediation and dialogue that are counter-intuitive. What this means is that even if a individual has old ages of experience negotiating, and has the ability to use logic and common sense to all state of affairss, he or she will non larn those techniques without proper preparation (Lawson, 2009) . “ Because they are counter-intuitive, preparation is required. Then that developing must be internalized. Once internalized, the constructs must be practiced and honed into accomplishments. Trained lawyer go-betweens utilize the accomplishments common to both mediation and dialogue. If they use their preparation, they are really effectual. ” (parity, 5)

Forming Negotiation Teams

If negotiation accomplishments were a natural endowment that can non be taught, so there would non be a batch that direction or brotherhoods can make to better those accomplishments. However, since it is in fact a accomplishment that can be acquired through preparation, I think both negotiating parties would profit from puting in developing some or all members of their dialogue squads.

Looking at both employers and brotherhoods, we can confidently presume that brotherhoods will about ever have skilled labour dealingss negotiants on their squads, because dialogue is basically their occupation. Employers on the other manus will most likely deficiency experienced and skilled negotiants on their squad ; they may hold members of direction who are experienced in labour dealingss, but non needfully good negotiants. And this is why I believe employers, particularly those in industries that are

susceptible to brotherhood organisation. should look into putting in developing the people who are expected to be involved in any dialogue understanding processes. such as HR managers and line directors.

Negotiation Approaches and Relation to Skills

There are two dialogue attacks that can be used in a bargaining state of affairs: riotous bargaining and common addition bargaining. The riotous bargaining attack views the two parties' involvements as being in struggle. and that the dialogue procedure is a win-lose scenario where one party's addition must come at the disbursal of the other. Common addition bargaining. or interest-based bargaining. on the other manus focal points on common job work outing through unfastened and honest communicating about each party's involvements (Holley et al. . 2009) .

So why are good dialogue accomplishments of import? They are of import because dialogue is non about winning. it is about via media. and skilled negotiants know that ; they know how to divide emotions and personal sentiments from facts. and how to avoid struggle in order to accomplish successful understandings.

The difference between successful and unsuccessful dialogues is that in successful dialogues. everybody comes out of it experiencing like a victor. If either one of the two parties feels like a also-ran. so dialogues can non truly be considered successful. That is because the party that ends up experiencing like a also-ran at the terminal of the dialogues will non purchase into the follow-up action ensuing from the understanding. and will likely ne'er trust the other party once more (Raman. 2010) .

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I think that the phrase “ everybody comes out of it (the understanding) feeling like a winner” does not needfully intend that both parties need to compromise some of their involvements in order to make a win-win state of affairs. We all negotiate with other people around us in about day-to-day footing. when purchasing services or merchandises for illustration. and I am positive that in many of the occasions in which we were happy with the result of the trade we negotiated. we were in fact led to believe. by better negotiants. that we came out of the understanding as victors.

If we look at this fact in the visible radiation of a labour relations’ dialogue understanding procedure. holding skilled negotiants on the squad provides a immense advantage for one party over another. In such a big graduated table dialogue understanding. this advantage could interpret into tremendous sums of benefits/savings depending on which side of labour understanding has the advantage.

Labor-Management Negotiations Are Different

Labor-management dialogues are different from many other types of bargaining. In most other types of bargaining. the relationship between the two parties ends at the decision of the understanding. Labor-management bargaining on the other manus. involves an ongoing relationship between both parties. and one time the understanding is finalized. both parties must go on to cover with each other to decide any arising dissensions. The relationship is not merely a factor to see in one’s scheme. it is the ground for the dialogue (Shea. 2002) .

Decision:

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Negotiation is both an art and a scientific discipline. and I think it is merely logical for both brotherhoods and direction to seek to maximise the benefits that can be derived from holding dialogue accomplishments and techniques at their disposal. Particularly when the bets are high and furthering a long-run relationship is an of import end. I see holding the appropriate dialogue accomplishments and techniques as an advantage for one negotiating party over another. and even if both parties are equal in footings of dialogue cognition and experience. it is still a win-win state of affairs where both parties can negotiate moderately and logically without emotions and pride acquiring in the manner and taking to unneeded deadlocks.