

Negotiation

Business, Management



Negotiation Communication is important to negotiation and there are different features of communication factors that interplay to influence the outcome of the process of negotiation.

Part 1

Rules of communication are an important features of communication and are important negotiation process. Turn taking is an example of rules of communication that can affect the effectiveness of negotiation. Rules of communication within the context of the negotiation process can either be generated during the pre-negotiation stage. They can also be generated during subsequent stages of the negotiation process based on the lessons learnt from the progress. In formal negotiations, there are pre-set rules and procedures that determine the structure of the communication to be used (Wood, 2008).

The functions of communication are another feature that is important within the context of the negotiation process. Facilitation of the exchange of ideas and opinions between the negotiating parties is one of the functions of communication in negotiation. The functions of communication interact with other features such as the rules and the objectives of communication to influence the achievement of the goals of the negotiation. Chronemics are a non-verbal feature of communication that interacts with the willingness and commitment of the negotiating parties to resolve their conflict. Chronemics encompass aspects such as punctuality and patience that are crucial to the successful completion of every stage of the negotiating process (Wood, 2008).

Finally, intentions are an important feature of communication that can affect

the direction and success of the negotiation. Intention interplays with interpretation because most negotiators assume that whatever their opponent does or says is purposive and is meant to communicate something. As such, there is need for negotiators to be fully aware of their intentions when saying or doing something in every stage of the negotiating process in order to avoid being construed inappropriately (Wood, 2008).

Part 2

Nicholas Anderson's post of May 19, 2014

Nicholas Anderson's post is an insightful piece that presents quite accurate information on the modes of communication. The idea that written communication helps make up the shortcoming of verbal communication to come out as abrasive is correct because the person communicating has more room to read and correct what he or she has written wrongly. His assertion that verbal communication is the mode of communication that many people are familiar with is acceptable. However, he overlooks the idea that it takes much interest and attention to catch sadness or happiness in a person's voice because some people do not announce these things explicitly but only imply them. Anderson's idea on visual communication is helpful but its only weakness is a lack of details on the different categories of visual communication that apply in the negotiation process (Wood, 2008).

Kendall McClanahan's post of May 19, 2014

McClanahan is quite on point with the idea that there are skills and styles that are needed in order to communicate successfully. It is also insightful to know that there is a likelihood of misunderstanding a message due to lack of clarity in communication. It is desirable to note that clarity is something that

is attained gradually but it would be help if McClanahan added that there is need to put in a deliberate effort in improving one's clarity of communication. This is because learning how to communicate effectively is not entirely passive and spontaneous, it requires the learner to be proactive (Wood, 2008).

In conclusion, communication is an integral element of negotiation and its effectiveness influences the success of the negotiation process.

Reference

Wood, F. (2008). Relational Communication in Negotiation Interaction. Eisenhower Parkway: UMI Microform.