

Negotiation skills training

[Sociology](#)



**ASSIGN
BUSTER**

The hospital had a BATNA now. It was able to see that should it state an amount of \$Z that was near to the amount X that the nurse had wanted, that organization would be able to reach an agreement at a much lower price than what it intended to pay. Here the focus now shifted more towards material interests of getting the nurse to agree for the new amount. If the nurse did not agree, the organization could simply walk away with it.

When faced with the new amount, the nurse realized that she had been made an offer that in fact was not much to her liking. At this point, she got emotional, since she felt that the organization was using her. Here the organization was only pressing on a statement given by the nurse to them before. However, the nurse now realizing her mistake was now feeling emotional. The organization here realized that her needs were mostly for material needs and to satisfy the physical needs of food, hunger, and material safety. At this point, the nurse was not interested in achieving a sense of personal well being. Here the organization thought of providing certain material gains to her to generate her interest. It offered her free lunch and commute and highlighted how it would help reduce her costs from her pay. In this way, it tried to highlight a common ground for both the organization and the nurse. By providing the nurse with her basic needs as per Maslow's hierarchy, the organization was able to convince the nurse to take up the position at a rate that was much less than the original amount the organization had planned in the first place.

The art of negotiation, therefore, relies heavily on the ability of both parties to remain flexible and not getting anchored to one basic requirement, which can, later on, affect the quality of negotiation reached.