**/Activity Space (Managing Conflict and Negotiation)**

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| **OP1 Grp** | **Member names** | **Roles** |
| 4 / D | Daryl, Emily, Tai, Haziq, Yu Zhong | Presenters |
| 1 / A | Jun Lim, Alan, Wraine, Jun Leong, Aileen | Reviewers |
| 2 / B | Wei Li, Musfirah, Anvitha, Braden, Edward | Audience |
| 3 / C | Isaac, Hao Feng, Sharif, Shyun, Tuan | Audience |

**Group 1 (Reviewers)**

Please refer to the rubrics and make notes on the following aspects of each presenter.

* Content and Structure
* Question and Answer
* Delivery: Non-verbal communication
* Delivery: Visual aids
* Delivery: Voice and Teamwork

**Groups 2 & 3 (Audience)**

**Please remember to ask good questions at the end of the presentation**

**Team 2 / B**

**Task 1**

View this short video clip on “Workplace Conflict Case Study” together: <https://www.youtube.com/watch?v=5l7Igvz9Oqg> **(View only the first 5 mins.)**

As a team:

1. Examine the causes of the conflict.
   1. The manager is bias towards his employees. He gave Chris more work even though he have an important event to attend and also assigned him to other people’s work. Meanwhile, he did not give more task to Yvonne, who, he seems to personally favour.
   2. Boss cannot understand that they have a life outside of work
2. Then discuss how each party could have (a) avoided the conflict in the first place and (b) resolved the conflict after it occurred.
   1. Maybe the boss can allocate the work equally amongst the emplyee--> yvonne can go help out her teammates after shes done with her work, maybe can be more careful with what she says also
   2. Chris and Rachel maybe can talk to the higher manager regarding the unfair treatment and maybe voice out concerns to the boss even if he wont listen.

**Task 2**

Read an article on online dispute resolution.

<https://www.pon.harvard.edu/daily/negotiation-skills-daily/advanced-negotiation-techniques-online-dispute-resolution/>

1. How does online dispute resolution work?

* Artificial intelligence is used to gather information of the parties involved regarding what they want out of the conflict. Then, the AI proposes a solution that best fits the situation at hand to satisfy the parties involved enough.

1. What are its pros and cons?

Pros:

* Free up manpower from being negotiators and their time can be used to do other productive work
* Service can be open to all interested users who don’t want to deal with the mess of negotiating
* May be able to achieve better results than if the involved parties try to work it out on their own

Cons:

* People might not trust the AI to not abuse the data it has collected from them to go against them. Or might not trust the AI’s competency.
* Possibility of the AI programme being compromised without anyone knowing (log4j). This can make the AI programme biased or not function properly or the information entered by involved parties can be leaked.

1. What are your thoughts on online dispute resolution using A.I.?

* Negotiation typically has a very human element to it during the discussion since both parties are trying to get what is best for their own side. If both parties are able to trust the AI to do what is best for them, and hence are willing to divulge all information to the AI then it would be useful. In reality, if everyone tries to game the AI, then it would be the same again.

**Team 3/ C**

**Task 3**

Read the following scenario of a conflict situation in a 3-member CS2103T team in the project development process:

Alice, the team leader, had delegated tasks for different parts of the Developer Guide to her team members. Though every member had completed his or her assigned task, Chan’s sequence diagrams were not consistent with those done by other team members and were inaccurate. When this was pointed out to Chan, he agreed to re-do his diagrams, but was slow in doing so. He completed them just in time for a preliminary submission, but they were still not good enough for his team members. Benedict took it upon himself to re-draw Chan’s diagrams for the next submission instead of getting back to Chan. At the next meeting, when they were reporting on the different parts each had done, they found that Chan’s coding was not up to par either, and could affect their product. This resulted in a conflict situation. Chan explained that he only wanted to satisfy minimum requirements to pass the module.

1. Did Alice and Chan show credibility (professional and social competence, trust, goodwill) at work?

Alice: Lacking social competence because as a leader, she should have ensured that her teammates are able to do what they are assigned with and set the requirements straight beforehand?

Chan: Does not display professional competence, thus this will reduce his teammates’ trust in him. Telling the team of his intentions only after the submission undermines any trust and goodwill between him and the team.

1. Could this conflict have been avoided? How?

Yes. Alice could have better monitored her teammates’ progress and quality of work before the submission, since she is the team leader. She could have identified the problem of Chan’s work not being up to standard earlier and approached him, together with Benedict to come up with a solution.

1. How can this conflict be resolved? Chan and the team members can find a middle ground

Alice can record down the amount of work done by each individual, if Chan is unable to progress, Alice can just record down and split the work with other teammates, after the project is done, reflect the work done by each teammate in the peer review session. Since Chan just wants to pass the mod, he will likely not complain about it.

**Task 4**

Read this article which explains what BATNA is.

<https://medium.com/@LevesqueAssociates/do-you-know-your-batna-aae52139b893>

Then, read the following article which presents a different view of BATNA.

<https://www.pon.harvard.edu/daily/mediation/when-lose-lose-wins/>

What are your key takeaways from this article?

In the first article, it talks about how negotiation is a skill to be cultivated and practiced. It also talks about several negotiation terms such as target point (goal of the negotiation), reservation point (lowest term/amount you will agree to), ZOPA (Zone of Potential Agreement). Improving your own BATNA results in a positive effect where both parties involved will be able to come to an agreement and create a better deal in the end. In the second article, it describes BATNA can be a lose-lose situation (when it comes to economic value). It talks about how in order to favor relationship building, negotiators will find themselves in a better position if they forgo economic value, which shows that improving economic performance may harm bargaining relationships.

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|  | **Key Takeaways** |
| 1 | 1. Good flow is important 2. Conflict is a multi-dimensional issue. There is no silver bullet to resolve all conflicts. 3. Engagement is one thing, but one needs to be persuasive to ace the presentation |
| 2 | 1. To breathe if you want to solve conflict 2. Learn how to use BATNA when negotiating and conflicting 3. There are many conflict styles and we need to know which one to use for the situation |
| 3 | 1. Conflict management is necessary and unavoidable thus we use the steps that we learnt about negotiation 2. Improving your BATNA is important to have better negotiation outcomes 3. It is possible to come up with an appropriate solution to meet the needs of different individuals. |
| 4 | 1. More persuasive 2. Don’t fit too much content in a limited time 3. Pacing – remember to pause 4. Non-verbal includes facial expressions and posture |