



Negotiation Mastery



Course Conclusion

Conclusion

Negotiation Choices

Group Reflection: Withholding Information

Question

Now that you've had a chance to think about it, how do you feel about someone who makes the statement, "Oh, I guess it just feels like time to try something new"? Many of you may have initially chose this option and it is accurate in a narrow sense. But it leaves out the important fact that the reason that it's time to move is that it's soon going to get very noisy here. If you were the person who heard that response, would you feel misled and unfairly treated? Why (or why not)?

Your Response

The seller doesn't lie just he or she no need to tell everything to the buyer. If the buyer ask, the seller should be honest to answer, and noisy may not always negative to the buyer. Some buyers might know all about it and expect to live with the noisy, or the buyer may have different purpose of the property use.

Submitted November 23, 2021 at 09:49 AM ET

Jim Golden

5.0.3_HeadShareholder_Shared_W1_V1

Question

What if you were the head of large trucking company and your chief legal officer proposed a more "compassionate" approach to personal injury litigation? So long as your company fully complies with legal requirements, is there any reason to abandon the "deny, delay, and defend" approach that seems to save



your company millions of dollars in settlement costs? What if you were a shareholder in that company—would you support a different approach.

Your Response

To me I would support a different approach because the new approach proposed can save millions of dollars in settlement costs, and also able to provide the quick response to victims and their family.

Submitted November 23, 2021 at 10:14 AM ET

5.0.3_ShorterSettle_Shared_W1_V1_GROUP

Question

In your view, what explains the fact that most of the cases that Jim Golden handles (though not all) are now settling sooner and at less cost than when he was using the conventional deny, delay, defend strategy? Do you think that his approach might work in disputes other than personal injury cases?

Your Response

By using Jim Golden strategy to handle the problem, the company will spend quickly or more to the victim family; however, when the company settle the problem quickly the company can save more money instead of deny delay, defend strategy which waist a lot of time and hurt both parties.

Submitted November 23, 2021 at 10:22 AM ET

Mini-Case: IRA

5.0.4_ReactionIRA_Shared_W1_V1

Question

Does this story inspire you, or does it disturb you? Yes, we long for peace and reconciliation, but aren't some things unforgivable? Sit back and think about what you just heard, then your share reactions. We are citizens of different countries, many of which have been immersed in conflict over the years. As citizens of the world, as well, what lessons might we learn from Jo Berry and Patrick McGee's experience?

Your Response

It is inspire me. It is so surprise that they can have a mutual understand even through what happened was more likely to be unforgivable. It is a good lesson for the countries that have been immersed in conflict over the years.

Submitted November 23, 2021 at 10:41 AM ET



Capstone: Submission

Personal Reflection: Capstone Question 1

Question

How would they describe you as a negotiator?

Your Response

Since module one, two, and three I have learnt about creating value, assertive, empathy, and claiming value, and their correlation with each other. At the first module my counterpart and I have gone through Bridport Simulation. I was the representative of Easterly and my counterpart was the representative of the Brims. During the simulation I have learnt about both difficulties of the two, I thought that I could turn the difficulties into value. I also learnt that if Easterly could buy the Brims, the damage for the Easterly is much higher, and likewise, the Brims needs to sell the property for the quick plan to open the coffee shop. The Brims has bought the property and invested some money on it. As a result, I have proposed a price the Brims could earn some money and Easterly could save the its value. This make my counterpart view myself as an empathy value creator.

Then, without any delay, I have continued the module 2 simulation which is about Rija-Vericampos simulation. During the negotiation, I have negotiated for Rija, and I have addressed the most important for the Vericampos was the water quality and we all had tension about the payment and the installment. Finally, we have reached the agreement. Vericampos has agreed to all Rija proposal, but the Rija has made concession to Vericampos by guarantee the water quality and equal payment and standard delivery. I have made such a decision because I have created value by water quality and feel empathy to the Vericampos by deciding the make the equal payment. At the simulation, I think my counterpart could see that I am an empathy value creator again.

Next, I have reached the 3rd simulation about Discount and Hawkins, simulation. I represented Hawkins, and my counter part represent Discount. I have reviewed the condition of Hawkins and Discount by the provided information. The condition for Hawkins was little lower than Discount, which was able to claim for its lion share. The Discount was so ambitious, and The Hawkins seem hard to bargain from Discount; however, after planning I have come up with some strategies which are workable for the Hawkins to negotiate with Discount by making concession to each other. Hawkins will provide Discount with special support and good price, while Discount will accept the contingencies clause of the Hawkins to avoid conflict of interest between Discount and Hawkins's tenants. As a result, Hawkins could agree with Discount about the agreement that was not conflict with the Hawkins' tenants. Although this simulation make me feel that I am more about creating value than empathy, they still consider myself as empathy value creator.

In conclusion, my counterparts view myself as empathetic value creator as I can benchmark myself by the three simulation.

Submitted November 23, 2021 at 12:13 PM ET



Personal Reflection: Capstone Question 2

Question

Given that knowledge, what would be the most powerful strategy for them to use in dealing with you? What would they do and say to get a great deal?

Your Response

The experience of the three simulations within the course is quite practical. They are so similar to the negotiations that I experienced. In order to achieve the good deal, my counterparts have utilized a lot of powerful strategy to negotiate. Most of them are very professional and skillful in terms of negotiations. They have a lot of background knowledge about the negotiation and communication. Since the beginning of the simulations, most of my counterparts are so skillful in terms of communicating with me and we all have scheduled for the simulations. After the simulations I have noticed some important strategies that they use to deal with the simulation. First I was so impressed by the first offer strategy that has been utilized at the first simulation of the course. At that time my counterpart was so smart that he could give out a very high offer to anchor his price, and it has presented in module that the matching price should be very close to the first asking price. I think this strategy is very useful for the negotiation. It is very important for me to use it for the future negotiation. After his first strategy, my counterpart was also an empathy negotiator because he valued the concept of win-win not win-lose by making some concession for me. He could make value to me by making some concession to the simulation a great move. We have agreed with each other about making value together. Also, my counterpart at the second simulation mixed use of the value claiming and value creation strategy to bargain his deal. He first testing my expectation by setting some offers. Then, he has negotiated for payment and deliver time. With his value claiming, instead making my counterpart agreed with my plan, I have also made some concession for him. Last but not least, the third counterpart was more likely to use value creation strategy because in the Discount- Howkins situation I observed that most of the time practicing value claiming and value creation. Instead of other strategies, my counterpart is so assertive for claiming value. In conclusion, I have noticed some important negotiation strategies such as giving first offer, making concession, creating value, claiming value, assertive of better result.

Submitted November 23, 2021 at 02:11 PM ET

Personal Reflection: Capstone Question 3

Question

Finally, given their skill, their self-interest, and their knowledge of you, what would your negotiation strategy be to make the best of that situation?

Your Response

Although most of the counterparts has learnt a lot from the course, I also have gone through some important strategies in order to counter with the strategies. During the first simulation, although first offer



was significant to anchor the price, I have chosen value claiming strategy to negotiation with him. I was asking my counterpart to make a lot of concession by reduce the price for almost a half. I could not claim most the the value but at least I have claiming for most of the value that my counterpart has offered from the beginning. At that time, I understand that my counter values win-win strategy, so I make the best value with him. We all consider the method that bring benefit to each other. At the second simulation, my counter was good at claiming value. After I have understand his expectation, I has made him some options. Then, I made concession to each other to achieve the mutual agreement. Last but not least, as situation of Hawkins is not at higher position than Discount, which allow me to use only contingency clauses to avoid the conflict between the Discount and tenants, Also, i have utilized creating value strategy to avoid the conflict with the tenants. By observed that my counterpart was as part of an empathy negotiator, I have conducted the value claiming and creating value strategy to negotiate for the better result. In conclusion, I observed that if I was given their skill, their self-interest, and their knowledge, I could have done the negotiation much better because I will be able to consider using any strategies which bring more benefit to my counterpart and I . I could better if I got the information.

Submitted November 23, 2021 at 02:40 PM ET