

# **Report on Negotiation Facilitation:**

## **a. Behaviour and Conduct during Negotiation:**

- Mary initially displayed defensive behaviour due to feeling overlooked for a promotion.
- Colleagues expressed frustration over reduced work hours and tensions within the team.
- The colleague with a strong personality approached Mary confrontationally, escalating the conflict momentarily.

## **b. Maintaining and Enhancing Relationships:**

- Demonstrated active listening and empathy towards all parties' concerns.
- Fostered an atmosphere of respect and openness by encouraging constructive dialogue.
- Emphasized shared goals and the importance of collaboration in resolving conflicts.

## **c. Communication Methods and Interpersonal Skills:**

- Utilized open-ended questions to encourage dialogue and gather insights.
- Employed active listening techniques such as paraphrasing and summarizing to demonstrate understanding.
- Maintained neutrality and professionalism throughout the negotiation process.

## **d. Options Presented and Techniques Used:**

- Presented options including reinstating work hours gradually, implementing conflict resolution workshops, and facilitating mediated discussions between conflicting parties.
- Used brainstorming techniques to generate creative solutions and explore alternatives.
- Emphasized the importance of compromise and finding win-win solutions.

## **e. Actions Taken to Amend Mandates:**

- Encouraged stakeholders to reassess their initial positions and consider the broader implications of their decisions.
- Facilitated discussions to identify common ground and areas for compromise.
- Adapted negotiation strategies in response to changing dynamics and feedback from stakeholders.

## **f. Proceedings and Interim Outcomes Explained to Constituencies:**

- Recorded negotiation proceedings, interim agreements, and action items discussed.
- Provided regular updates to stakeholders on progress made during negotiations.
- Documented agreements reached and next steps to ensure clarity and accountability moving forward.

