

**Interpersonal Skills**  
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**Lecture-27**  
**Negotiation - I**

Hello friends! I am here to discuss negotiation under the topic interpersonal skills while discussing interpersonal skills I think that negotiation is one of the most important aspects and there has always been discussion on this issue whether negotiation is a part of soft skill or not. Negotiation is one of the most important soft skills one should have at work. In today's competitive environment there seems to be a notion that when a negotiation takes place there is a winner and a loser this is the basic concept and no in between.

Often in business there seems to be an idea that talks are a zero-sum game. Of course for skilled negotiators this is not the case at all.

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**Negotiation?**

- Negotiations can and should be “**win/win**” situations that means a successful negotiation aims to ensure that everyone feels they have gotten at least a little bit of what they wanted.
- **Negotiation is a method by which people settle differences.**

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And negotiations can and should be win-win situations. A successful negotiation aims to ensure that everyone feels they have gotten at least a little bit of what they wanted in looking out for not only your interest but also those of your partner you are able to develop a more robust business

relationship. A good working relationship will allow your business to thrive. One of the world's great opportunities is the fact that most people do not know how to negotiate big or a small.

A complex multi-level multi-party deal or just the sale of your car most people erect one big barrier to their ability to succeed or fail that is shoddy planning. Usually it means a piece of valuable information or insight that is missed being distracted or caught up in a trivial issue, giving too much away or losing control. There are certain well-tested approach to preparation one's best opportunity to negotiate well.

Negotiation is a method by which people settle differences. we can define negotiation in this way also it is a kind of differences settlement. It is a process by which compromise or agreement is reached while avoiding argument and dispute. In any disagreement, individuals understandably aim to achieve the best possible outcome for their position or perhaps an organization they represent. However, the principles of fairness seeking mutual benefit and maintaining a relationship are the key to a successful outcome.

A specific forms of negotiation are used in many situations, International Affairs the legal system government industrial disputes or domestic relationships can be viewed as examples. However, general negotiation skills can be learned and applied in a wide range of activities. Negotiation skills can be of great benefit in resolving any differences that arise between the two parties. Unlike many soft skills or interpersonal skills, that are more innate that is very natural. Negotiation can be taught it is a matter of learning.

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- Study by U.C. Berkeley found that **people who believed negotiation could be learned outperformed those who regarded negotiation as an innate, horrible trait.**
- In negotiation, **practice makes perfect.**

In fact, a study by UC Berkeley found that people who believed negotiation could be learned outperformed and out-negotiated those who regarded negotiations as an innate heritable trait in addition to that this study proved that in negotiation practice makes perfect. Well practice makes perfect is not a new thing even in communication presentation public speaking this makes a person perfect and I think that negotiation is nothing but the other side of a coin that is of communication.

So, a regular practice is required to get expertise to negotiate a matter with others and with over eight trial negotiation performance improved steeply. There are several kind of trial negotiations but some important negotiation trials are very helpful to improve one's performance. So, how do you learn negotiation? Do you stand in the mirror and practice bartering for a dozen of bananas. Do you heat up local state sales and haggle for a dining room set.

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- The most important aspect of learning and growing your negotiation skills is by enacting a growth mindset-
- Knowledge on the subject
- Understanding of the other
- Critical thinking
- Value
- Confidence

However, possibly the most important aspect of learning and growing your negotiation skill is by enacting growth mindset. No matter how smooth offer negotiator you may be you always want to go into a negotiation with knowledge. So, knowledge is very important when we talk of negotiation the act of negotiation. In short to be ready for a homerun negotiation you will want to arm yourself with as much knowledge on the subject humanly possible. Know what you want out of this negotiation?

If you know that what you really want out of this negotiation only then you can move forward logically and with a strategy. Know what you do not want or need out of this negotiation drive out the unnecessary discussion or topic that is there in your discussion to make your negotiation more valid. know where your deal-breakers lie, know the data and numbers you need to back up your claims and ideas.

For example, if you are going to a car dealership to buy a car you are going to run into some of your most skilled negotiators that is car sales people. Do not come in underprepared or they will bury you under a mountain of fees and features you do not need. Do you really need those heated if you live in western part of India. Know what you actually want in a car what are the features

you required. Know what you do not need, know what other dealers are offering that is market survey.

Know when you need to walk out know that you ultimately have the part to say yes or no that is confidence that you know that you want this and work it or you do not want recognize when the negotiation is veering away from the must-haves into an area of nice-to-haves. By preparing yourself with the requisite knowledge beforehand you are sure to enter any negotiation on top that is true and that is why knowledge in advance is very, very essential.

Know the background, know the reality, know your desire and the fact and then enter into a negotiation. Whether you are understanding a one-on-one negotiation or a negotiation with a group of people you will need to understand the other party means you understand people or the other party while negotiating a matter. Understanding means listening to the other party's point of view. Any successful negotiation requires a clear understanding of the opponent.

According to a study by psychological science perspective-taking or understanding an opponent's interest thought and behaviour will set our negotiator up for success. This is understanding you listen to the other, you understand the other, you read the mind of the other and this is possible only when you listen very minutely and that will help you while you are in negotiation. Aside from understanding what your opponent wants out of this negotiation perspective talking allows you to speak your opponent's language.

For example, if you are looking to purchase a software suite for your graphic design department and you know your opponent may be the CEO may be any other is getting loves the graphic design of a competitor use that explain to her or him that with this software you can create and surpass the sleek graphic design in a way your current software does not allow. Make it your business to learn all that you can about the other party.

Understand what they value, understand what they do not value, understand their motivations understand their interest hobbies and core values. If I talk of negotiation, next is critical thinking which is very important. Critical thinking means make your mind active. Negotiation requires a good amount of critical thinking both in preparation and in action. Critical thinking may seem like a general term but it is very important to the criticality of your thought.

A lot falls under the umbrella of critical thinking. This is a very wide area including questioning probing analyzing testing and exploring. From there a skilled negotiator will use the information to both ask questions and respond to rebuttals in a systematic manner. So, why is critical thinking so important in negotiation? Well remember that example about entering a car dealership and being offered bells and whistles that you do not necessarily need.

By employing critical thinking before and during your negotiation, you will be equipped to differentiate a good outcome from an unnecessary or unsatisfactory outcome. Before entering any negotiation especially one that directly involves money as spent know your numbers. Keep in mind that rupee amount does not always correspond directly with actual value or money price is what you pay value is what you get.

A very important line by Warren Buffett value is different from cost, cost is of course the rupee amount that is attached to something like a pay increase a purchase or an acquisition. Value is a continual growth an offer that comes afterward, value is the accompanying importance usefulness and dividend from an investment for example if you are negotiating a pay increase focus on the value of your work rather than the rupee sign attached to the actual increase.

Repair figures that reflect the value of your work the growth you achieved and your detailed plans for further growth. Coming into a negotiation flaunting your value is insured to make a huge impression on your opponent. Next is confidence. You have built your knowledge base you have a deep understanding of your opponent you have engaged in deep critical thinking you have

analyzed and reanalyzed the numbers and value involved.

Confidence- specifically self-confidence- is one of the more difficult interpersonal skill to teach. Now make sure you have the confidence to go into this negotiation with your deep comprehension. If you followed all the previous steps we discussed, that is a critical thinking value understanding knowledge. Your confidence should come naturally you know more than anybody on this topic even your opponent that first you check yourself.

You know about your knowledge understanding and the capacity of mind to think value and then intend to the discussion. So, that you may assess that party's quality and if you know the other party's quality and standing you may better go for discussion. One of the most important traits of a good negotiator is knowing when to walk away from the deal and to feel confident and secure in doing so. Once the negotiation is veering away from your intended goals you will know to walk away.

From there you can decide whether to re-enter negotiation at a later date or whether to drop it altogether and work with someone more aligned with your ultimate goals. In order to achieve a desirable outcome, it may be useful to follow a structured approach to negotiation for example in a work situation a meeting may need to be arranged in which all parties involved can come together.

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- Stages of Negotiation-
  - I. Preparation
  - II. Discussion
  - III. Clarification of goals
  - IV. Negotiation towards win/win outcome
  - V. Agreement
  - VI. Implementation of a course of action
- Preparation
- Strategic thinking skills



The process of negotiation includes the different stages as I am going to share with you first is preparation, discussion, clarification of goals that negotiate towards a win-win outcome agreement, implementation of a course of action. Well these are the points of the process of negotiation through which you can move ahead. What is preparation and what kind of preparation you require to get a win-win situation. Before any negotiation takes place a decision needs to be taken as to when and where a meeting will take place to discuss the problem and who will attend.

Setting a limited time scale can also be helpful to prevent the disagreement continuing this stage involves ensuring all the pertinent facts of the situation known in order to clarify your own position. In the work examples this would include knowing the rules of your organization to whom help is given. When help is not felt appropriate and the grounds for such diffusions your organization may well have policies to which you can refer in preparation for the negotiation.

Undertaking preparation before discussing the disagreement will help to avoid further conflict and unnecessarily wasting time during the meeting. During this stage individuals or members of each side put forward the case as they see it that is their understanding of the situation. And it



requires a detailed discussion, discussion at length. To know the pros and cons of the matter key skills during this stage include questioning, listening and clarifying.

You may put questions you may listen to the other party and then you can clarify certain things that are essential to a successful negotiation. Sometimes it is helpful to take notes during the discussion stage to record all points put for what in case there is need for further clarification keep in mind. You can write down note down certain points so that you may not miss the point while finalizing thing.

It is helpful to take notes during the discussion stage to record all the points for what in case there is need for further clarification it is extremely important to listen. As when disagreement takes place, it is easy to make the mistake of saying too much and listening too little. Each side should have an equal opportunity to present their case. From the discussion the goals interest and viewpoint of both sides of the disagreement need to be clarified.

So, clarifying the goals is equally important to get a successful negotiation. It is helpful to list these factors in order of priority. Through this clarification it is often possible to identify or establish some common ground. Clarification is an essential part of the negotiation process without it misunderstandings are likely to occur which may cause problems and barriers to reaching a beneficial outcome.

This stage focuses on what is termed a win-win outcome where both sides feel they have gained something positive through the process of negotiation and both sides feel their point of view has been taken into consideration. A win-win outcome is usually the best result of course it is a best result. But it is possible when you are well equipped. Although this may not always be possible through negotiation it should be the ultimate goal. Suggestion of alternative strategies and compromises need to be considered at this point.

Compromises are often positive alternatives which can often achieve greater benefit for all concerned as compared to holding to the original position. If we go further while discussing negotiation well agreement is also very important. Agreement can be achieved once understanding of both sides viewpoints and interest has been considered. So, a kind of agreement is very important knowing both sides viewpoint in an interest.

It is essential for everybody to involve to keep an open mind in order to achieve an acceptable solution. Any agreement needs to be made perfectly clear so that both sides know what has been decided. From the agreement a course of action has to be implemented to carry through the decision. Who does I mean if we come here now I mean the strategic thinking is very important. What is a strategic thinking skill?

Because a strategic thinking and action plan these two aspects are very important. What does strategy thinking really mean and how can one develop a strategic thinking skills. It is strategy in its simplest sense is deciding where one wants to be and how one is going to get there and then asking the action necessary to do so. So, what do you need to do to develop a strategy.

So, how to make it? It sounds obvious but as a first step you need to know where you are now in a negotiation. Everything that you do it starts from your current position. Even the grand old Duke of York who skills in manoeuvring has gone down in history or at least nursery rhyme could not move downhill until he had first moved up. So, gather as much information as you can about where you really are and do not accept anecdote as truth demand evidence.

Next identify the ideal future position at a particular point in time this could be in 5e years, 10 years or 1 year's time depending on the situation. There are lots of tools out there. For doing this in workshops including visualization drawing pictures blue sky thinking and so on but you can also just spend time thinking about it. It is important to aim high at this stage but also to be as detailed as possible. The more detail you can include the more you know what you want which is

true as much at home as at work.

Do not forget to include things that you really do not want as well as what you do want. Do write or draw as it is much more concrete on paper so write down what you want. What is there in your mind, what you know about other party. Well, negotiation is out and out a part of communication effective communication. Effective interpersonal skill how to talk to other how to present things to other and how to get maximum, meaningful from other is negotiation.

And for that you have to be very critical in the sense that your mind should be alert and understanding should be very clear with the fact that your understanding and your discussion are quite clear with other party it may lead to a very successful point. My dear student, negotiation is not a one day affair you have to learn it through practice, know the people gather experience.

Well the second part of the discussion of negotiation may be discussed in the next part and till then goodbye. I am sure that you must have gathered valuable information regarding how to negotiate. In the next part of the discussion based on the same topic I am going to share with you some more valuable information. thank you very much!