

M U N I
C J V

Are you a  , an  or a  ?

Radmila Doupovcová

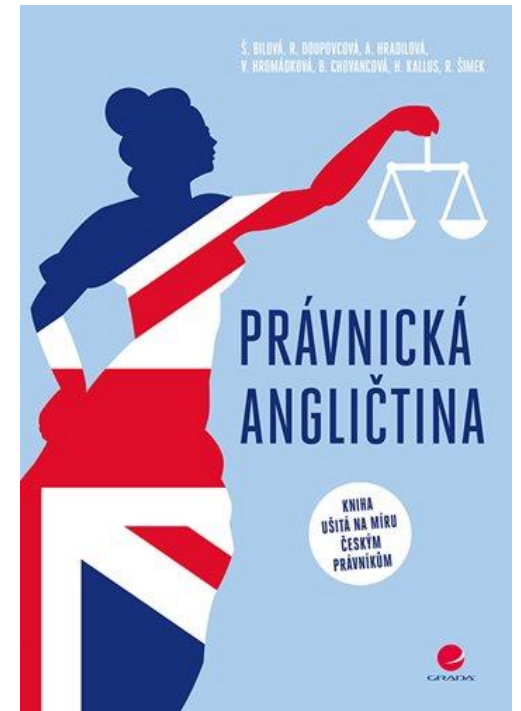
Štěpánka Bilová

Barbora Chovancová

Practising negotiation skills – in the book

Kapitola 2 - Efektivní vyjednávání

- Conflict and managing your emotions
- Qualities and types of negotiators
- Cultural awareness *American X British X Czech*
- The process of negotiation
- Language and communication *Grice's cooperative principle, politeness, modality, hedging*
- Negotiation checklist + case study



Extras: illustrative videos (QR codes) + a list of useful phrases

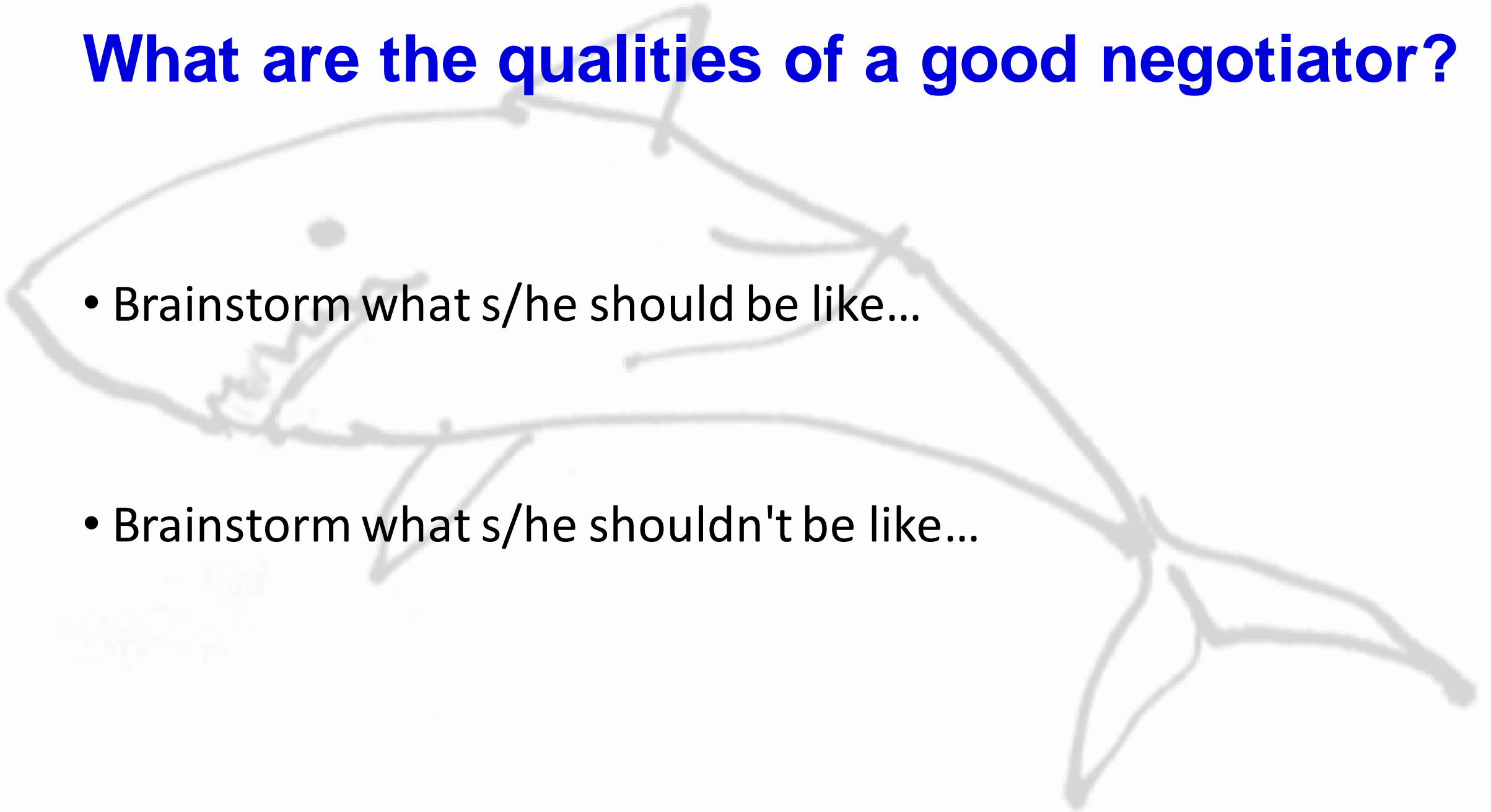
Negotiation skills - in our lessons

Lesson outlines (2 lessons)

- Failed negotiation in a video (Boston Legal)
- Qualities and types of negotiators
- Do's and don't's of a successful negotiation
- Negotiation stages
- Language for negotiation
- **Case study – negotiation in groups**
- Self-reflection, peer feedback, T's feedback

What are the qualities of a good negotiator?

- Brainstorm what s/he should be like...
- Brainstorm what s/he shouldn't be like...



What is your style? Find yourself:

A/

I'm very happy to agree with you there...

I'll do as you say...

I don't want to offend you...

What's your preferred outcome?

You've convinced me...

C/

I'm not prepared to change my position...

I must make my position quite clear...

My view is clearly the most rational...

If you don't do this, I'll...

I know best, you'd better...

B/

I can't take responsibility for this decision...

I'd prefer not to discuss that now...

That's outside my brief...

I'm not in a position to discuss...

I don't want to talk about...

D/

I'll give you...if you give me...

Let's split the difference...

I suggest we meet halfway...

We can't both win, but let's not both lose...

I'm prepared to...if you...

E/

Let's work together on this...

What is mutually acceptable...

Let's find some common ground...

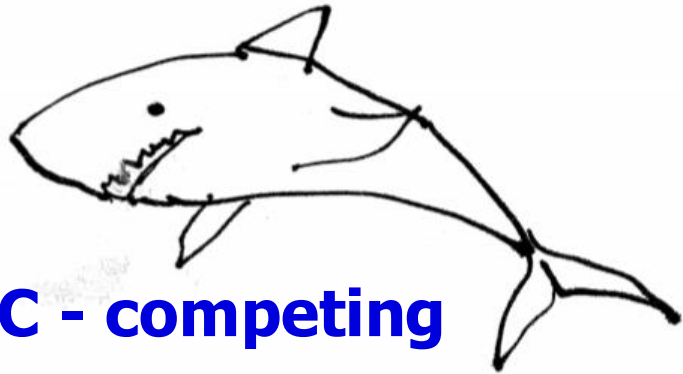
Let's investigate the problem...

How can we solve this...

Competing
Accommodating
Avoiding
Collaborating
Compromising



E - collaborating



C - competing



D - compromising



A - accommodating



B - avoiding

If you were to form a team for negotiation, which animal negotiators would you like to join you?

It depends ...

Language for Negotiations

Interrupt

Deal with interruptions

Ask for clarification

Accept an offer

Give a strong opinion

Partially agree

Strongly disagree

Reject an offer

Majority of students

Interrupting

- I hate to interrupt but can I ask you a question?
- I'm so sorry for interrupting but I'd like to make sure I understood you correctly.
- May I interrupt?
- If I can add something.

Deal with interruptions

- I definitely want your thoughts on all this, after I lay it out.
- As I said, this will take a minute, please let me finish.
- I value your suggestions. But, could you let me finish my thoughts and then we'll have an open conversation about them? Thank you.
- Excuse me I haven't finished yet.

But a few try to be “funny“

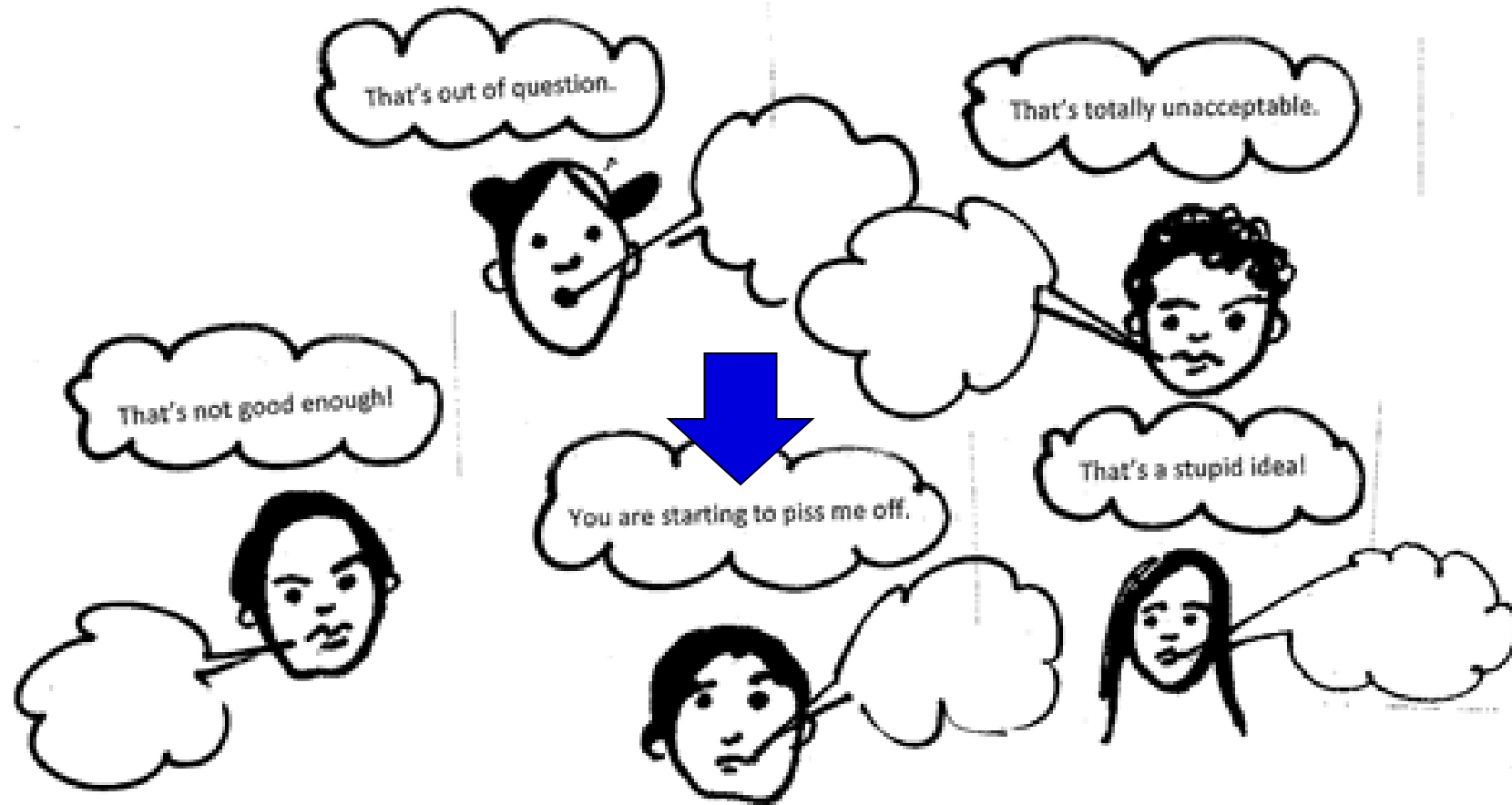
Interrupting

- I have to stop you there fella, for now I shall destroy you.
- I believe that you have talked too much.

Deal with interruptions

- I´m not finished with you, YET.
- Would you mind shutting up?
- I will give you a word when I want to.
- You interupt me one more time and there will be consequences.
- Ignore it and keep talking.
- HOW DARE YOU, please? - Greta

Diplomatic language



Boston Legal - Deep End of the Pool (S2E24)



Several clips in this video are used with students to illustrate various points (e.g. presenting arguments, fallacies, negotiations, politeness, legal vocab,...)



Some questions for the students

- How did the negotiation go?

It failed!

- How would you manage a situation in which the other party is rude in a more polite way?

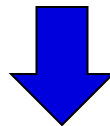
“You are starting to piss me off.” 

<p>You are starting to piss me off.</p>	<p>WORK ON THIS.</p> <p>Sorry but your attitude might be the problem here.</p> <p>I feel like we should take a break.</p> <p>Your arrogance will be your undoing.</p> <p>With all due respect, your arrogance is too much for me to handle, there will be no deal from my side.</p>
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Negotiation skills - in our lessons

Lesson outlines (2-3 lessons)

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- Do's and don't's of a successful negotiation
- Negotiation stages
- Language for negotiation



Final task - **Case study** – negotiation in groups

- Self-reflection, peer feedback, T's feedback

Over to you

Do you teach negotiation?

How do you do it? How do your students feel about it?

Have you found any of our tips relevant/useful/... for your teaching context? Or for your personal/professional life? 😊



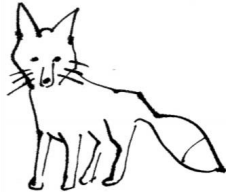
Over to you

If you are



find your sloth

If you are



find your skulk

If you are



find your parliament

If you are



find your bale

If you are



find your shiver



Student feedback

- *I liked the most when we have real life talking (with client or negotiation), i think this was very helpful and also very entertaining.*



- *Each of the group tasks was sophisticated and complex therefore requiring much effort from all participants. The negotiation also needed preparation and a lesson was dedicated to preparation and procedure which I really liked.*

- *In general I very much enjoyed activities that "forced" me to talk with other students. The sharing of a view and forming arguments to support it, helped me become more sociable and learn to argue my view.*

Conclusion

Action-oriented activity – authentic, scenario-based, relevant for future lawyers

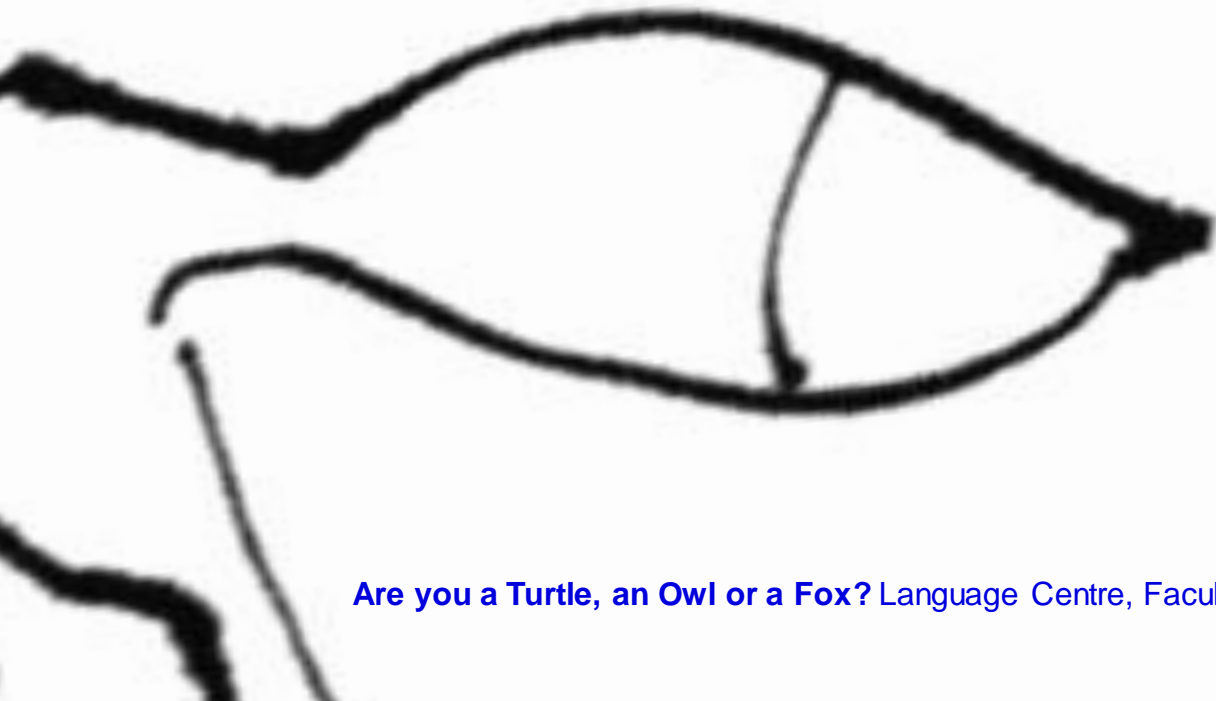
Soft skills - promoting cooperation and team work, active listening, polite interaction, turn taking

Language skills - focus on accuracy and professional vocabulary

Student engagement – enjoyable, fun, challenging (the final negotiation), but rewarding

M U N I
C J V

**Thank you
for your attention**



Are you a Turtle, an Owl or a Fox? Language Centre, Faculty of Law

