IIT ROORKEE

NPTEL ONLINE CERTIFICATION COURSE

Lecture - 27

Negotiation-1

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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**.

Continued…

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

Continued…

- The most important aspect of learning ad growing your negotiation skills is by enacting a growth mindset-

- Knowledge on the subject
- Understanding of the other
- Critical thinking
- Value
- Confidence

(continued…)

- 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