

TRIAD Workshop

Negotiation

Thursday, September 23 – 0830-1630

Health care professionals negotiate every day -- with staff, students, clashing departments, hospital administrations, colleagues, patients, and actors in their personal lives. The ability to effectively influence others and manage conflicting interests is crucial to personal and professional success. Now more than ever, your ability to negotiate effectively determines your own effectiveness. You'll learn tools for negotiating outcomes that are mutually beneficial, and for bringing power and persuasiveness to bear in ways that leave the relationship intact.

This workshop is designed by Harvard Negotiation Project Affiliates based on their work and pedagogy at Harvard Law School.

Course objectives:

To provide a cognitive framework for understanding negotiation and negotiation success better. Professionals exit the workshop with a vocabulary for talking about difficult topics, and a set of skills and tools they can apply immediately.

Course content: Based on the book, "Getting To Yes."

Concepts and frameworks --

- The 7 Element Framework

- Relationship

- Communication

- Interests

- Options

- Legitimacy

- Alternatives

- Commitments

- How to start a negotiation

- Anchoring, and who should throw out the first number

- Difficult Tactics

Applications & Exercises --

- Role Plays

- Participants offer their own negotiations, show how they go badly, and apply what they are learning to real situations they face regularly.

- The Golden Nugget game – negotiation simulation where your actions speak louder than your words

- The Ultimatum game - common triggers for conflict and the fragility of trust

- Fourth Floor Exercise - listening for the interest or concern behind the attack