



**Met Office**

## Assignment 2 - Negotiation and Conflict Handling

1. Think about any negotiations you have been involved in personally

- a. Which **phase(s)** in the negotiation should you have handled differently? (E.g. Preparation, Discussion, Proposal, Bargaining)

Answer:

I have never been in any negotiations before however I find this information very helpful for my future negotiations. I find all of these phases equally important but I believe the preparation and discussion are very important parts. During discussion I have learnt that it is vital to avoid getting straight down to business. I am a very straight forward person hence I found this part a bit tricky. It is also important to try to negotiate the whole package not individual elements during discussion phase. Furthermore the discussion should be two way process as both sides should disclose information. While disclosing the information the communication must be constructive and hence avoid the defend and attack approach.

- b. How could you have changed your approach to achieve a better result?

Answer:

It is important for both sides to agree on the ground rules. It is after this stage that the two sides can debate constructively whereby information can be disclosed and assumptions be validated. It is likely that expectations can be changed while discussing mainly to avoid deadlock situations.

2. Give examples of the different circumstances in which you currently negotiate, or think you may have to negotiate in the future.

Answer:

I have never participated in a negotiation process. This is because I am more into technical aspects. We have marketing team which handles such issues of negotiation. The structure of the department deprives me an opportunity to have experience in this field.

3. Give a specific example of any situation where you might conduct a negotiation and list **four** variables that you might use during your discussion.

Answer:

Four variables that I might use during my discussion when trying to buy items for the office are

- Buying price of the items
- The quantity



## Met Office

- Delivery time of the items
- The guarantee that comes with the items

4. Give an example of a conflict situation that might cause the other person to act aggressively.

Answer:

I will give an example of what happened in my office. We always have a problem when selecting people to represent the office in several meetings. There was an occasion where one employee felt He is always left out when it comes to people to attend meetings. That caused a lot of drama especially because he was one of the influential people. Therefore He influenced even people who were obedient and cooperative. The true matter of the situation was that, majority of the meetings which were taking place during that period were administrative as opposed to be technical. Not that he was sidelined purposely. That caused him to act aggressively. But after one on one meeting with him to explain the nature of the meetings he was came to learn that there were no bad intentions about the selection. He was also made aware that him as a technical person the office appreciates his commitment and all time efforts. Also that he will be considered as soon as technical meetings are there to make his contribution because it is always valuable.

5. Write an example of a **whole conversation** that might take place between you and the other person where your aim was to provide constructive feedback to improve their unsatisfactory performance.

Answer:

The whole conversation would be

- **Me:** Good morning Thato
- **Thato:** Good morning Phakoe
  
- **Me:** I did call you here today to discuss your weekly climate report.
- **Me:** I have realised there is missing data.
  
- **Thato:** 'no response',
- **Me:** Were you aware of that?
- **Thato:** I was not aware of that situation
- **Me:** Do you have any suggestions on how we can rectify these emission errors?



## Met Office

- **Thato:** I think I have one. I have a limited time between receiving the data from stations and compiling the weekly climate report. May I request that the stations send the data at least a week ahead to allow me enough time to work on the weekly climate report?
- **Me:** I strongly believe I can help to facilitate that.
- **Thato:** I believe will help me immensely as I will have sufficient time and hence avoid these omission errors.
- **Me:** Let's conclude our discussion by checking if we understood each other. We agreed that I will facilitate that the data from the stations get to you in time at least a week ahead?
- **Thato:** True
- **Me:** Thank you. I am sure when everything gets to you in time you will continue with the good work you are already doing since you a good writer. Lets meet again at the end of next month. Thank you

6. What are the main things you have learnt from chapters 1 & 2?

Answer:

Chapter 2, I have learned about conflicts in all aspects.

Chapter 1, I have learned about the most challenging thing since taking this course which is negotiation. I therefore struggled a lot in this last module

7. What opportunities may you have in future to apply the points you have made in your answer to question 6?

Answer:

Where people are working on daily bases it's not easy to avoid conflicts. Hence this chapter was very helpful in so many levels. I am going to put into practice what I have learnt in this module straight away. I believe the knowledge gained here will give me an upper hand when attending conflicts in office and also how to avoid them.