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in a lecture streamed via facebook live harvard business school online negotiation mastery professor mike wheeler explores the role of emotions in dispute resolution and how you can channel your feelings to create value and close deals in the talk wheeler shares key findings from his research at hbs insights from seasoned negotiators and basic steps in negotiation dress the part know your facts keep it results oriented take control of the meeting close the deal in mastering negotiation and influence you will learn negotiation strategies to understand plan and achieve your objectives in a variety of contexts what separates this program from others is that you will engage in live negotiations and receive feedback in real time beyond learning the frameworks and skills associated with negotiating researcher gerben van kleef of the university of amsterdam found that only low power negotiators were strongly influenced by their opponent

s expressions of anger they made larger concessions than when no anger was expressed 1 a strong batna your best alternative to a negotiated agreement or batna is often your best source of bargaining power by cultivating a strong outside alternative you gain the power you need to walk away from an unappealing deal 1 communication to achieve your ideal outcome at the bargaining table it s essential to clearly communicate what you re hoping to walk away with and where your boundaries lie effective negotiators develop communication skills that allow them to engage in civil discussion and work toward an agreeable solution in high stakes negotiations dealmakers tend to talk about how much power and leverage the other side has what the other side will or won t agree to and how to influence its behavior the three day course on negotiations and influence taught by professor holly schroth provided key insights into achieving mutually beneficial long term agreements and how to reach those agreements more amicably with this in mind the paper seeks to achieve five objectives 1 define the domain of psychological influence as consisting of those tactics which do not require the influencer to change the economic or structural aspects of the bargaining situation in order to persuade the target 2 review prior research on behavioral decision making to identify those whose interests are aligned with your own and establish and maintain communication with them until the votes are counted avoid the temptation to let the loudest voices dominate negotiation is a discussion to settle disputes and reach agreements between two or more sides negotiation is a give and take process resulting in a compromise where each side makes a concession for the benefit of everyone involved there are many situations where you may need to be a negotiator referent power is the influence that you have based on your personal characteristics relationships or reputation in a negotiation for example you may have referent power as a leader a effective influence in negotiation the role of culture and framing

northwestern scholars effective influence in negotiation the role of culture and framing wendi l adair masako taylor jihyun chu nicole ethier tracy xiong tetsushi okumura jeanne brett management and organizations increasing your influence in negotiation takes time and practice but an easy way to improve your skills is to focus less on how you are going to pitch the decision maker and more on what you can learn about the other person here are few pieces of advance you can easily implement principles of influence in negotiation chris guthrie i introduction negotiation is often viewed as an alternative to adjudication 1 in fact however negotiation and adjudication may be more alike than different because each is a process of persuasion influence and negotiation demonstrates ability to influence others when appropriate maintains an awareness of goals and objectives and navigates solutions towards desired ends while maintaining uses all available information appropriately to guide decisions and negotiations to meet objectives gain advanced negotiation and dispute resolution strategies including skills to use when negotiations break down develop skills and strategies to advance reciprocal influence for mutual gain learn highly effective methods of interpersonal influence and persuasion build frameworks that emphasize a rational and ethical approach to negotiation influence is the process of using your power to affect the behavior or attitudes of others influence can be based on rational or emotional appeals or a combination of both influence can

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