

TRAINER'S MATERIALS

MODULE: COMMUNICATION AND CONFLICT RESOLUTION

TOPIC 4: NEGOTIATION

TRAINER'S MANUAL OF THE TRAINING SESSION

DURATION OF THE SESSION: 120 MINUTES

Time	Table of content	How
5'	<p>Introduction to the training</p> <p>Presentation of the trainer and all participants'</p> <p>Goal: To break the ice between the participants and the trainer and to meet the others</p>	<p><i>Presentation of the trainer saying his name / Development of the activity presentation.</i></p>
10'	<p>Topic presentation</p> <p>Negotiation</p> <p>Index and objectives</p> <p>Theoretical concept</p> <p>Resolve questions</p> <p><u>Coincide:</u></p> <p>Time:</p> <p>Material: Paper and pencil</p> <p>Objective: Integration of all participants into the group</p> <p>Description: For this initial activity, the trainer will present a list of personal characteristics that can be found among the participants, such as, "Look for three people who were born the same year as you, look for a person who likes soccer, look for two people who your last name begins with me, etc. "</p> <p>Next, each of the participants will have to look for in each of their classmates some of the characteristics that the trainer has exposed. To do this, they will have time to ask each other and not write on a sheet.</p>	<p><i>Today we are going to talk about teamwork, its characteristics and how to encourage communication in teamwork, reading the module index and the objectives.</i></p>

	Solution: No fixed answer. By the end of the dynamic all will have presented.	
30'	<p>Conditions for negotiation</p> <p>Requirements for negotiation</p> <p>Knowledge prior to negotiation</p> <p>Negotiator skills</p> <p>Resolve questions</p> <p><u>The auction:</u></p> <p>Time:</p> <p>Material: Money (optional).</p> <p>Objective: Study our possibilities and those of the opponent, and discern how far we can risk, at the same time that we make use of our negotiation skills.</p> <p>Description: This activity consists of auctioning a quantity of money. This auction will work like any auction, where everyone can place bids and the highest one gets the prize. However, this auction has a special feature, whoever is second in the bid, also has to pay what he has bid. Therefore, both the first and second bidders in the auction will pay what is proposed and only the first will win the prize.</p> <p>Note: To create the prize, before the auction starts, each participant will put in € 10 for the prize. Another option is for the trainer to auction a € 50 bill, which can be real or imaginary, or she can use fake bills for the auction.</p> <p>Solution: There is no right solution, as the activity is designed so that there is no real answer.</p>	<p><i>Let's explain what are the conditions and requirements for a negotiation, as well as what are the basic knowledge that the negotiating person must have before facing a negotiation and what skills he must have to be a good negotiator.</i></p>
30'	<p>Phases of a negotiation</p> <p>Preparing the negotiation: diagnosis, strategy and tactics.</p> <p>Face-to-face confrontation</p>	<p><i>The different phases of the negotiation will be explained,</i></p>

<p>Analysis</p> <p>Resolve questions</p> <p><u>Circle or cross:</u></p> <p>Time:</p> <p>Material: None.</p> <p>Objective: Finding out that the best negotiation is when everyone achieves their goal (win-win).</p> <p>Description: The participants will be divided into groups of 2, 3 or 4 people, so that there are at least three different groups, since the more groups there are, the better the activity will be.</p> <p>The activity consists of 10 rounds. In each of the rounds, each of the teams must secretly choose one of the two options, circle or cross, to earn points. The group with the most points wins.</p> <p>Points are distributed as follows:</p> <ul style="list-style-type: none"> - If all the groups choose the "circle", they all lose 100 points. - If all the groups choose the "cross", they all earn 100 points. - If only one group chooses the "circle" and the others choose the "cross", the group that chose the circle wins 100 points and the rest lose 300 points. <p>In each round, each group will have 2-3 minutes to choose their option without the other groups finding out. Once the option is selected, each group will deliver it to the trainer, who will compile all the choices, communicate them to all the groups, and count the points.</p> <p>After the 3rd, 6th and 9th rounds, each group will appoint one member of the group as negotiator. Once the negotiator is chosen, he will meet with the rest of the negotiators to plan the strategy to be followed jointly.</p> <p>When round 10 is finished, the points will be counted and the team with the most points will win.</p>	<p><i>highlighting the role of the preparation of the negotiation for the proper development of the negotiation itself, as well as that the negotiation does not end with the agreement, but it is advisable to carry out an analysis of the whole process.</i></p>
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	<p>Solution: The solution is open, although the best solution is for everyone to end up with the same points, or at least for everyone to have respected the agreed strategy.</p> <p><u>The boat:</u></p> <p>Time:</p> <p>Material: None.</p> <p>Objective: Analyze the decision-making process and exercise argumentation and the power of conviction.</p> <p>Description: The class was traveling in a plane when it crashed in the middle of the ocean. To survive, the participants use the lifeboats, in which 3-4 people enter, so the participants are divided into groups of 3-4 people.</p> <p>While wandering through the sea, they spot an island in the distance, but in order to reach it, they must take weight off the boats, since they weigh a lot.</p> <p>To lighten the weight, the members of each group should prioritize the objects in the boat and then discuss as a group how they will begin to be released overboard.</p> <p>The objects in the boat are:</p> <ul style="list-style-type: none">- Five packs of diapers- A revolver without ammunition- Twenty liters of drinking water- Carton of cigarettes- The stewardess's box containing 500 pesos in different currencies- The airplane piloting instruction book (600 pages)- Nylon thread and hooks- Two bottles of gin of which one is started- Parachute without instructions- Solid gold lighter	
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	<p>- Makeup box with 12 colors and brushes.</p> <p>To end the activity, all the teams have a discussion to find out the order of the lists and open a small debate to try to come up with a common list.</p> <p>Solution: Free solution.</p>	
<p>40'</p>	<p>Types of negotiation</p> <p>Types of negotiation depending on the length of the relationship</p> <p>Types of negotiation depending on the negotiator's attitude</p> <p>Resolve questions</p> <p><u>The Journey:</u></p> <p>Time:</p> <p>Material: None</p> <p>Objective: Identify viable strategies to facilitate agreement in negotiations and develop arguments to convince others</p> <p>Description: The trainer will inform the group that they will be able to make their dream trip with all expenses paid.</p> <p>To do this, they must first make a list, individually, of the 5 places they would like to visit on their trip.</p> <p>Once the list is completed, the participants will be grouped in pairs and will have two minutes to make a single list with seven places to visit. Each pair will then join another, to form groups of four, and should agree a list of five places within five minutes. If they exceed 5 minutes, the group loses the trip.</p> <p>Solution: Free solution.</p>	<p><i>Finally, in this section we will talk about the different types of negotiation that exist and the different ways to classify them.</i></p>

5'	Summary of the session Summary of the entire session.	<i>To end the session, we will summarize everything seen in the module.</i>
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