

**Negotiating Café Overview**

The Negotiating Café is a short blended learning experience oriented around the concepts and skills found in the Harvard ManageMentor Negotiating topic. The Negotiating topic will help managers:

* Prepare for a negotiation
* Conduct single- and multiple-issue negotiations
* Finalize and carry out a negotiated agreement
* Overcome obstacles to a successful negotiation

The learning experience has three components:

*60 to 90 minutes 60 minutes Ongoing*

Part 1: Pre-work (self-paced, individual)

Before the live Café session, participants are expected to complete the following assignments:

* Review the following online lessons from the Harvard ManageMentor Negotiating topic:
  + Understand Negotiation
  + Prepare to Negotiate
  + Conduct a Negotiation
  + Close the Deal
  + Overcome Barriers to Success
* Complete the online assessment from the Harvard ManageMentor Negotiating topic
* Complete the “Worksheet for Analyzing and Improving Your BATNA” from the Harvard ManageMentor Negotiating topic. If participants do not have a current negotiation situation to work with (e.g., with a client, vendor, employee, supervisor), they should use a past negotiation experience.

Part 2: Café session (live, group)

The Café session represents the core element of the learning experience. The session provides an opportunity for managers to:

* Exchange ideas and questions with others
* Discuss the context of how concepts and skills apply in the workplace
* Practice and begin application of those concepts and skills
* Build momentum and support for applying the concepts and skills in the workplace

The Café session focuses specifically on the following concepts and tasks from the Negotiating topic:

* Prepare for a negotiation
* Establish your position
* Analyze and improve your BATNA
* Conduct a negotiation
* Manage your emotions

Facilitating the Café session as outlined should take approximately 60 minutes. If the facilitator prefers a shorter session or wishes to spend more time on a specific concept or activity, he or she may want to cover only those concepts and activities that are most relevant to the group.

| SECTION | ACTIVITY | TIME |
| --- | --- | --- |
| **Introduction** | Show icebreaker question while participants are arriving to the session (Think of a time when you had to negotiate something. What was one challenging aspect of the negotiation?)  Introduce facilitators.  Review tips for using technology during the session.  Debrief icebreaker question.  Set context: Every organization depends on negotiation to solve problems and get things done. And as a manager, you probably spend a significant part of your day negotiating with people inside and outside of your organization. The most successful negotiations are built on reaching mutual agreement and when you negotiate effectively, you create value for your organization and benefit from satisfying outcomes.  Review session objectives: Help participants to:   * + Prepare to negotiate   + Conduct a negotiation   + Manage emotions | 11 minutes |
| **Skill focus: Prepare to negotiate** | Facilitate practice activity: Assessing positions. Using a fictional example, participants:   * + Propose how a manager can prepare for a negotiation   + Explore issues related to BATNA, walk-away position, ZOPA, and value creation through trades   Debrief tool: “Worksheet for Analyzing and Improving Your BATNA” from the online Harvard ManageMentor Negotiating topic. Participants will also refer to the tool “Establish Your Negotiating Position.” Participants discuss:   * + Was it easy to improve your BATNA?   + What are some examples of how you improved your BATNA?   + What are obstacles to improving your BATNA? | 19 minutes |
| **Skill focus: Conduct a negotiation** | Facilitate practice activity: Conduct a negotiation. Participants:   * + Explore how to structure a discussion to exchange information and collaborate to lead to mutual gain   Facilitate reflection activity: Identify negotiating success factors. Participants:   * + Reflect on past negotiation experiences and identify what factors led to success | 19 minutes |
| **Skill focus: Manage emotions** | Facilitate practice activity: Manage your emotions. Participants:   * + Explore a fictional scenario about managing emotions in a negotiation | 8 minutes |
| **Applying what you’ve learned** | Review session objectives and skill areas discussed.  Review directions for completing the On-the-Job section of the online Harvard ManageMentor topic, including the action plan.  Close the session. | 3 minutes |

Part 3: Application (self-paced, individual)

After the live Café session, participants are expected to complete the following assignments:

* Complete the online On-the-Job section in the Harvard ManageMentor Negotiating topic. The section provides learners with an opportunity to choose a skill to focus on and create an action plan for applying and developing the skill. *Note:* If your organization does not include the On-the-Job section in your configuration of Harvard ManageMentor, ask participants to think of two things they can do over the next 90 days to further apply and develop their skills in this area.
* Execute their action plan over a specified time frame (e.g., 60 or 90 days).
* After the specified time frame (e.g., 60 or 90 days), access the online On-the-Job section in the Harvard ManageMentor Negotiating topic to update the action plan and reflect on the experience.