

# NEGOTIATION STRATEGIES

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# WHAT IS CONFLICT?

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THE ANSWER IS...

# WHAT IS CONFLICT?

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CONFLICT IS A STATE OF  
**DISAGREEMENT.**

# WHAT IS CONFLICT RESOLUTION

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- It is a way for people to find peaceful solution to a **disagreement** among them.

# RESOLUTION → NEGOTIATION

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- When disputes arises, often the best course of action is **negotiation** with effective communication to resolve the disagreement.

# WHAT ARE THE CONSEQUENCES OF CONFLICT?

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THE ANSWER IS...



# CASE STUDY: CONFLICT OF FREEDOM TO CHOOSE VACCINES IN THAILAND

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- - Thai government do not allow private organizations to import vaccine directly.
- (Disagreement about freedom of choice)

# CASE STUDY: CONFLICT OF FREEDOM TO CHOOSE VACCINES IN THAILAND

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- - The priority of distribution of vaccines are set by the government.
- (Disagreement about the order of priority in society)
- The rich and the poor
- The rural and city people
- The sick and the normal people
- The priority of some occupations



# CASE STUDY: CONFLICT OF FREEDOM TO CHOOSE VACCINES IN THAILAND

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- - Thai People dispute about the efficacy rate of success for each brand of vaccine.
- Vaccine with old technology
- Vaccine with new technology

# CASE STUDY: CONFLICT OF FREEDOM TO CHOOSE VACCINES IN THAILAND

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- -Too many faked news and biased news online.
- (Disagree about quality of information)

# FOUR CONSEQUENCES OF CONFLICT

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- I. A disruption of communication such as don't speak to each other or speak ill of each other.
- Example:
- The dispute of the efficacy rate of vaccines against Covid-19 in Thailand during the pandemic where both sides are in disagreement and attack each other with political bias.

# FOUR CONSEQUENCES OF CONFLICT

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- 2. Reduced cooperation such as don't help each other anymore.

- Example:

One group agrees that any brand of vaccines can be effective to prevent the big wave of COVID 19 but the other group believes that Thai people must be able to choose the brand of vaccine. Both sides refuse to help each other.

# FOUR CONSEQUENCES OF CONFLICT

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- 3. Diversion of time and money to win the **conflict** rather than to accomplish the important task.
- Example:
- Spread faked news about the effects of the efficacy rate of success and effects of vaccines for Covid19. Spend time and money to attack each other online.

# FOUR CONSEQUENCES OF CONFLICT

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- 4. Immobilized of organization or nation such as lack of unified action to solve the problems on hand.
- Example:
- Poor national plan for emergency need of vaccines after the lockdown. The new wave of covid19 is getting worse.

# WHAT ARE THE GUIDELINES FOR PREPARATION AND PROBLEM COMMUNICATION?

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THE ANSWER IS...





# PREPARATION FOR THE MEETING WITH EFFECTIVE COMMUNICATION

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- I. Determine who should attend.
- invite only the key people who are involved and have vital information or have power to make decision.



# PREPARATION FOR THE MEETING WITH EFFECTIVE COMMUNICATION

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- 2. Announce the purpose of a meeting well in advance.
- Announcements of an important meeting should be made by memo, e-mail, bulletin board, website, SMS (text messages).

# .FIRST, PREPARATION FOR THE MEETING WITH EFFECTIVE COMMUNICATION

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- 3. Provide an agenda
- Agenda is subject or problem that we are planning to discuss or to make decision.
- Agenda #1
- Problem of students cheating during final examination.

# FIRST, PREPARATION FOR THE MEETING WITH EFFECTIVE COMMUNICATION

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- 4. Inform people what they need to do to prepare for a meeting for effective communication.
- People are expected to bring facts, statistics, data, technical information, graphs, and charts.

# PRESENTATION OF THE PROBLEM

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- I. Be brief
- Problem should be presented within five minutes or less.

# PRESENTATION OF THE PROBLEM

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- 2. Share essential information
- The correct, relevant, and timely information that essential to the decision making must be shared to all decision makers.

# PRESENTATION OF THE PROBLEM

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- 3. Focus on solving the problems, not on blaming the people.
- The time should be well spent on the solutions to the problems and list of advantages and disadvantages of each solutions.

# PRESENTATION OF THE PROBLEM

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- 4. Specify at least one primary objective.
- Set at least one primary objective to be attained. Know what are the benefits and the cost of this objective.



# ONE OF THE MAJOR CAUSES OF CONFLICT IS --- MISCOMMUNICATION?

- The problem of miscommunication often occurs when one side or both side does not **listen**.
- In other words, if we actively listen to the other side, many problems will be easier to solve.



# GUIDELINES FOR ACTIVE LISTENING

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- **I. Maintain Attention**
  - - Maintain regular eye contact, not looking around or do something else.
  - - Maintain alert posture, not slouching, sleepy, look tired or lazy.
  - - Avoiding the distracting such as clicking a pen, rocking a chair back and forth.

# GUIDELINES FOR ACTIVE LISTENING

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- **2. Avoid over-interpretation**
- Don't rush or jump into conclusion until you hear all the information.
- For example, **all you want is money, isn't it?**

# GUIDELINES FOR ACTIVE LISTENING

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- **3. Avoid using negative responses**
- Don't use these remarks. For example, **you are wrong about that, or this is a stupid idea.**

# GUIDELINES FOR ACTIVE LISTENING

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- **4. Avoid Bias or Preconception**
- Don't use bias against the other side. For example, you are Middle East Muslim, you are hostile. You are Jewish, you can't be trusted.

# GUIDELINES FOR ACTIVE LISTENING

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- **5. Use Restatement**
- Use restatement to test your understanding of the other side.
- For example, so your position is....
- You believe that.....
- You think we will do.....

# GUIDELINES FOR ACTIVE LISTENING

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- **6. Show Empathy**
- Show that you understand other people's problem and feeling.
- Example: you are angry because....
- I would be so mad if this happened to me.

# GUIDELINES FOR ACTIVE LISTENING

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- **7. Encourage suggestions for Dealing with Problems**
- Using questions like these...
- What would you recommend?
- What could I do to help?
- How would you do that?



# ASSIGNMENT #2 (10 POINTS)

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1. List and explain the four consequences of conflict. Also, provide one example of each consequence by using the conflict of freedom to choose any brand of vaccines in Thailand.
2. List and explain the guidelines for active listening. If you were the advisor to the Thai government about the dispute of freedom to choose any vaccines, which part of the guidelines you would like to suggest to them. Why?



# ASSIGNMENT #2

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- 3. List and explain four techniques of preparation for the meeting with effective communication.
- 4. In your opinion, what is the definition of conflict? Now, write your own definition of conflict. (At least one sentence.)