



DEALING WITH HARD BARGAINERS

Applying the Mutual Gains Approach in Difficult Environments

Regardless of your negotiation experience or the role you play in your organization, it is very likely that you have found yourself face to face with a hard bargainer. It is also likely that your interactions with that individual were uncomfortable and less productive than you might have wished. These situations are always difficult and often lead to disappointing outcomes. This doesn't mean, however, that all is lost when a hard bargainer appears across the table. Armed with a thoughtful strategy and knowledge of some proven techniques for dealing with negotiators employing hard bargaining tactics, you can still generate exceptional results. This Learning Sprint is designed to help you begin to develop such a strategy.

Dealing With Hard Bargainers draws from a much broader collection of Sprints in the CorpU series on negotiation, where the focus is learning how to employ the Mutual Gains Approach to Negotiation. The MGA, as it is known, is one of the world's most recognized and respected approaches to negotiation, developed and taught for the last thirty five years at Harvard's Law and Business Schools. While you will not have the opportunity to become an expert in the MGA during this one-week sprint, you will learn how to use some elements of it to deal more effectively with hard bargainers

Developed in partnership with:



OUTCOMES

- Increase understanding of hard bargainers and how to respond to their approach.
- Preserve interest-based negotiating style in the face of resistance.

YOU WILL

- Explore frameworks, preparation techniques, and proven tactics for responding to hard bargainers during negotiation.
- Share best practices with colleagues on negotiating with hard bargainers.

ABOUT THE EXPERTS



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- Professor, Massachusetts Institute of Technology
- Founder, Consensus Building Institute
- Co-Founder of the Program on Negotiation at Harvard Law School
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HAL MOVIUS, PHD

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- Author, Researcher, Mediator, and Applied Psychologist

SPRINT OUTLINE

DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
AN INTRODUCTION TO INTEREST-BASED NEGOTIATIONS	INTERACTING WITH HARD BARGAINERS	HOW TO DEAL WITH HARD BARGAINERS	BREAKOUT GROUP MEETING	INTERACTIVE CAPSTONE
<ul style="list-style-type: none"> • An Expert's View on Hard Bargaining • What is Negotiation? • Negotiation Success at Our Organization • The Mutual Gains Approach White Paper 	<ul style="list-style-type: none"> • A Hard Bargainer In Action • Shifting the Conversation: Taming the Hard Bargainer • Responding to a Hard Bargainer in Action • Continuing to Tame the Hard Bargainer 	<ul style="list-style-type: none"> • Applying Interest-Based Bargaining Principles • Dealing With Hard Bargainers • Preparing For the Hard Bargainer: Prepare Phase • Creating Value With a Hard Bargainer 	<ul style="list-style-type: none"> • Meet And Submit Group Discussion Summary 	<ul style="list-style-type: none"> • Options include Video Response, Online Discussion, Live Event • Cohort members and expert(s) exchange ideas about content significance and application