



Lesson 3.3 Negotiation and Mediation

Lesson 3.3 Content

- Definition of negotiation/ mediation
- Purpose, principles and techniques of negotiation / mediation
- Phases of negotiation / mediation
- Learning outcome assessment

Learning Outcomes Lesson 3.3

- Define negotiation, mediation
- Identify the fundamental principles of negotiation / mediation
- Identify the phases of a negotiation / mediation process
- List the actions taken within the phases of negotiation / mediation
- Apply negotiation / mediation skills in an exercise

Definition

- Negotiation : An informal or formal process, where parties actively talk about their conflict for the purpose of reaching agreement and bringing resolution to their problems.
- Mediation: A “facilitated negotiation”, where an independent third party helps belligerents to come to a resolution of their problems, but does not decide on their behalf.

Purpose of Negotiation / Mediation

- **Identify, isolate of dispute / conflict**
- **Prevent escalation**
- **Reduce differences**
- **Resolve**
- **Prevent recurrence**

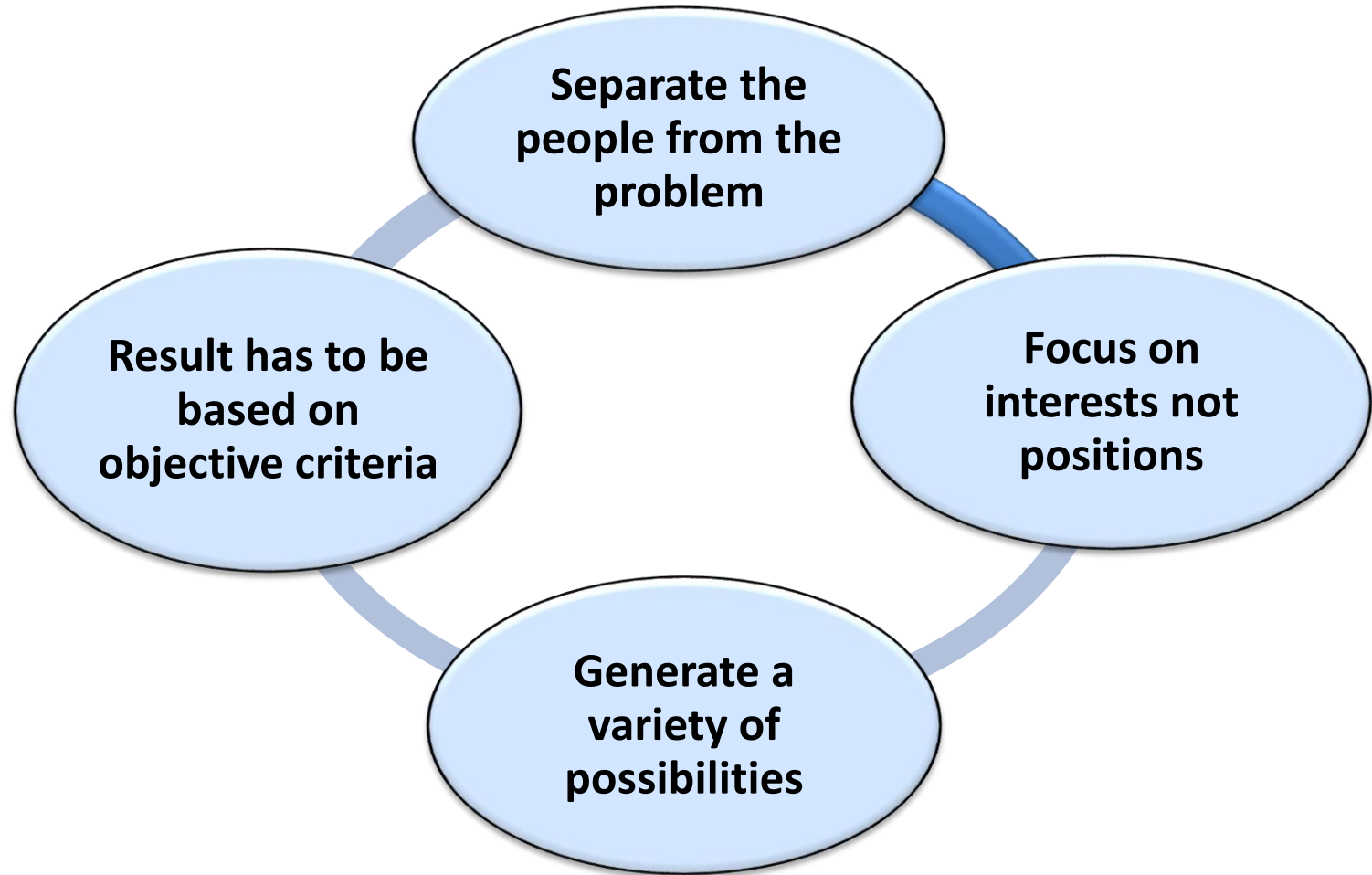


Negotiation/Mediation Principles

- Mandate
- Interests of parties
- Cultural / historical context
- Voluntarily
- Confidentiality, good faith, ownership



Techniques of Negotiation/Mediation



Phases of Negotiation / Mediation

- Planning
- Conduct
- Follow-up

Negotiation Planning

- Advanced preparations /considerations
- Internal preparations
- Final preparations



Conduct of Negotiation

- Open talks
- Main talks
- Summary



Follow Up

- Post meeting analysis
- Verbal brief to HQs
- Detailed written report
- Feed into information systems
- Keep the parties informed

Mediation Planning

- Meet parties prior
- Discuss conflicts internally
- Select meeting location and develop an agenda
- Establish conditions
- Consider solutions

Conduct of Mediation

- Read agreed agenda at start
- Status previous meeting implementation
- Impartial, respectful
- Balance outcome
- Guide negotiations
- No agreements, reschedule



Follow Up

- Post meeting analysis
- Verbal brief to HQs
- Detailed written report
- Feed into information systems
- Keep the parties informed

General Tips

- Social compliments
- Dignity, respect, calm, understanding, fair
- Common ground
- Common terminology
- Ensure clarity in complaints (written)
- No promises
- Do not reveal
- Keep commitments
- Eye contact

Lesson Take Away

- Purpose, principles and technique(s)
- Planning, conduct and follow-up
- Be aware of the mandate, cultural/ historical context and interests of people/parties

Questions