Pilot Name: Negotiation Skills

**Target audience: Key Stage 3**

**Main Objective:** To help young people understand the skill of negotiation and how this can be used to produce effective outcomes in the world of work.

**3 Key aims for the session**:

1. To help young people understand how to communicate and present themselves to employers to effectively negotiate the best deal for their ‘company’
2. To enable young people to understand the power of influence and persuasion in achieving career goals.
3. To encourage adaptability and flexibility amongst young people in order for them to develop a knowledge of how to manage expectations

**Session Structure:**

* **Define the concept**
* **Small mini activity**
* **Main group activity**
* **Pitch to the employer**
* **Reflection**
* **Evaluation**

**Session Breakdown:**

**Define the concept ‘What is negotiation?’**

-This is where we will receive feedback from the students themselves – how do they understand this concept?

-‘*Give an example of when you have demonstrated negotiation skills’* – this will be a follow up question for the students to really reflect upon.

Examples can be given to support the students if they struggle to make the connection between their experiences and negotiation as a concept eg negotiate with your parents to allow you to go the cinema in exchange for promising them that you will ensure all homework is completed beforehand or a class asking their form tutor if they can have a school trip as a reward for doing well in their exams

How did it feel when you did this?

Could anything have gone better?

What were you trying to be mindful of?

**Small mini activities**

- Optical illusions – This is a fun visual technique used to illustrate to the students how to look at things from another perspective – they will be shown 2 images and asked what they can see. Answers may vary of course!

**Negotiation Styles:**

* Competitive (I win, you lose) – You will get exactly what you want at all cost! You refuse to cave in and are more concerned about the outcome than the relationship with the other party
* Accommodating (I lose, you win) – Important where the relationship is valued, and the outcome is less of a focus – the aim of this is to increase support from the other party
* Collaborative (I win/you win) – Both parties achieve exactly what they want with no cost to anyone
* Compromise (I win /lose some, you win/lose some) – This is where you and the other party split the difference – the result may not fully benefit everyone but a decent balance is achieved.
* Avoidance (I lose, you lose) – Neither party achieves what they want and you both may just have to walk away if there is no agreement reached

- Video: Example of a business negotiation. Students will observe and identify some key negotiation tactics used eg persuasive language, body language, active listening). Students may verbally contribute to this – what negotiation style would you say was displayed here?

<https://www.youtube.com/watch?v=0CdixDzE7I0>

**Role Play** – Students are given an individual brief and must act this scenario out with a partner. Content may vary depending on which key tactic they have been assigned – is their goal to be persuasive or to listen and meet the other person’s needs?

Scenarios:

* **Wanting the latest phone from your parent/guardian even though it’s very expensive**
* **Trying to get out of a detention because you didn’t complete your homework on time.**
* **Taking your sibling shopping with you which you know they hate**

*Students will be given the above roles and scenarios as flashcards to use as a guide*

**Question: What negotiation style do you think would be best for a company to use with a supplier of materials that they may need for their project?**

Students will have a chance to feedback – previous diagram may be used for their reference

**Key considerations for effective negotiation with a supplier:**

- Planning – This is where you need to decide what your main aim is.

Key points:

* Be specific about what it is your company are asking for – are there certain tools you need from the supplier? Do you have a limited budget? Try to narrow down any ideas you have to one concrete proposal
* How are you going to present your idea – do you want to rotate round so that each person can have something to say?

-Persuasion – This is where you need to convince the other person to meet your needs

Key points:

* Think about the language you will use in your pitch (a balance of politeness and directness is best
* Considering another perspective – What are the other person’s goals? Is there any benefit for them?

- Active listening – What propositions are they putting forward?

Key points:

* Listen carefully to what the supplier is saying - is there actually any benefit for your company eg is the discount low enough or would you be able to meet their expectations realistically?
* This will ultimately determine how the negotiation ends as if there is no benefit for you then accept that you may have to walk away from a deal offered.

*NOTE: The above points can be transformed into handouts for the students to refer to as this detail may be a bit overwhelming to have on the PPT slides*

**Main Task – Negotiating in Construction:**

Students will get into groups of 4 to discuss, plan, draft (write) and present a persuasive pitch to the supplier. They will be encouraged to factor the below questions:

* Consider what’s in it for them / what’s in it for you?
* How you will use the materials
* Be persuasive
* Consider your main goal over all – is what they are presenting to you fair for you?
* Are you able to finish on a compromise?

**Clients:**

The student groups will each be given different clients that they are providing a service for. The way they negotiate with the supplier would depend upon the following scenarios:

* **A family looking to add an additional bedroom space as they are expecting a new baby. Time is tight for this reason**
* **A young couple who would like to have luxury bathroom units fitted. The highest quality materials would need to be used, however your rule as a business is to receive the materials before any payment is made**
* **An elderly lady who requires a new patio for her garden. Her budget is limited so material pricing is important**

**Supplier Profile List**

* This would accompany the requirements of the clients and would support the students to decide which supplier would be best for their group (business) to try negotiating with.
* The STAR technique would also be referenced here in encouraging the students to consider the following:
* Delivery Timeframe – How long would it take the supplier to deliver what is needed?
* Material pricing – How does the supplier price their materials?
* Material Quality – How good is the value
* Payment terms- How does the supplier want your business to pay for the goods?

The volunteer would play the role of a supplier (either 1, 2 or 3) so that the students can put their proposals into practice.

Suggestions of what your company could offer to the supplier:

* Promotion to other businesses
* Offering prompt payment (ahead of the terms they have listed)
* Offering a deposit on materials

**Presentation & Reflection:**

By this stage students will have elected a member of their team to present their pitch and feedback how their negotiation with the ‘supplier’ (volunteer) concluded.