

Lesson 2.4D WORKSHEET: NEGOTIATION PREPARATION—COMPETING FOR A UNMIK CONTRACT IN KOSOVO

Directions: To prepare for your negotiation, answer the questions below.

What is your goal for the negotiation? What do you want to get out of it?

What are the key issues for you?

What do you want? What are your needs?

What strategy or conflict style will you use as you approach the negotiation?

Lesson 2.4D WORKSHEET: NEGOTIATION NOTE-TAKING SHEET

Directions: While you are negotiating, try to gain the following information.

What does the other party want?

What does the other party need (why do they want what they want)?

What conflict style are they using (competing, accommodating, avoiding, compromising, problem solving)?

What creative ways to solve the problem can you think of? How can you find common ground between their needs and yours?

Lesson 2.4D HANDOUT: COMPETING FOR A UNMIK CONTRACT IN KOSOVO SCENARIO

Background:

The place is Kosovo. The time is 2002. Terrible road conditions combined with a huge influx of émigrés returning from Eastern Europe after the war have resulted in thousands of abandoned cars scattered all along the highways.

Although the economy is starting to revive, farmers on their way to the market place and others are having trouble picking their way through the twisted hulks. The wrecks are slowing the movement of many actors in the reconstruction efforts. The United Nations Mission in Kosovo (UNMIK) has decided they will issue a contract for clean up. A body repair shop wants and needs this contract as does an engine repair shop. The two shop owners see each other in the UNMIK office when they go to submit their bids for the contract.

Lesson 2.4D HANDOUT: COMPETING FOR A UNMIK CONTRACT IN KOSOVO ROLES

Body repair shop owner: You are the proprietor of a body repair shop. You have five children and a spouse to support. Because of the war, many cars have been damaged. While you can bang out crushed doors and bent fenders on most of the vehicles, some of the damaged frames are beyond repair and you need the parts from the European manufacturer. You are unable to fill many orders because it is so difficult to get the panels and parts. Your family's needs are mounting.

You have learned that the United Nations has issued a request for bids to haul away the wrecked and abandoned cars. This could be your opportunity to find many of the parts you are missing. You have decided to go to the UNMIK office today to put in your bid for the contract. You heard that there is another person from your area who is seeking the contract. You recognize him/her when he enters the waiting room. You wish you could dissuade him/her from bidding on the contract or appeal to him/her because the needs of your family are so great, but you are too proud. You decide you will try to negotiate and drive some kind of bargain with him/her.

Engine repair shop owner: You are the proprietor of an engine overhaul company. Many cars are in need of repair after the war, but it is impossible to find parts. You are only able to fix the engines of a few. You need the new parts from the European manufacturers. You are unable to fill many backorders. You have elderly parents and a family to care for.

You have learned that the United Nations has issued a request for bids to haul away the wrecked and abandoned cars in your vicinity. This could be your opportunity to find many of the parts you are missing. You have decided to go to the UNMIK office today to put in your bid for the contract. You heard that there is another person from your area who is seeking the contract. You recognize him/her when he/she enters the waiting room. You wish you could appeal to him/her or dissuade him/her from bidding on the contract because the needs of your family are so great, but you are too proud. You decide to try to negotiate and drive some kind of bargain with him/her.