

# Dealing With Hard Bargainers

## Applying the Mutual Gains Approach in Difficult Environments

Regardless of negotiation experience or the role played in an organization, most professionals have found themselves face-to-face with a hard bargainer. It's likely that those interactions were uncomfortable and less productive than hoped. This doesn't mean, however, that all is lost when a hard bargainer appears across the table.

This course is designed to help learners develop strategies when faced with a difficult negotiator. Dealing With Hard Bargainers draws from a much broader collection of courses in this 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 learners won't have the opportunity to become an expert in the MGA during this one-week course, they will learn how to use some elements of it to deal more effectively with hard bargainers

Developed in Partnership with



### Learners will:

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

### Authors



#### Lawrence Susskind

Professor, Massachusetts Institute of Technology and Founder and Co-Founder of the Program on Negotiation at Harvard Law School



#### Hal Movius

Founder & President, Movius Consulting and Visiting Executive Lecturer, Darden Graduate School of Business, University of Virginia

## Course Outline

### DAY 1

#### Introduction to Interest-Based Negotiations

- An Expert's View on Hard Bargaining
- What is Negotiation?
- Negotiation Success at Our Organization
- The Mutual Gains Approach White Paper

### DAY 2

#### Interacting with Hard Bargainers

- 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

### DAY 3

#### How to Deal with Hard Bargainers

- Applying Interest-Based Bargaining Principles
- Dealing With Hard Bargainers
- Preparing For the Hard Bargainer: Prepare Phase
- Creating Value With a Hard Bargainer

### DAY 4

#### Breakout Group Meeting

- Meet And Submit Group Discussion
- Summary

### DAY 5

#### Interactive Capstone

- Cohort members, faculty and a moderator synthesize learnings from the week and develop insights for next steps.