

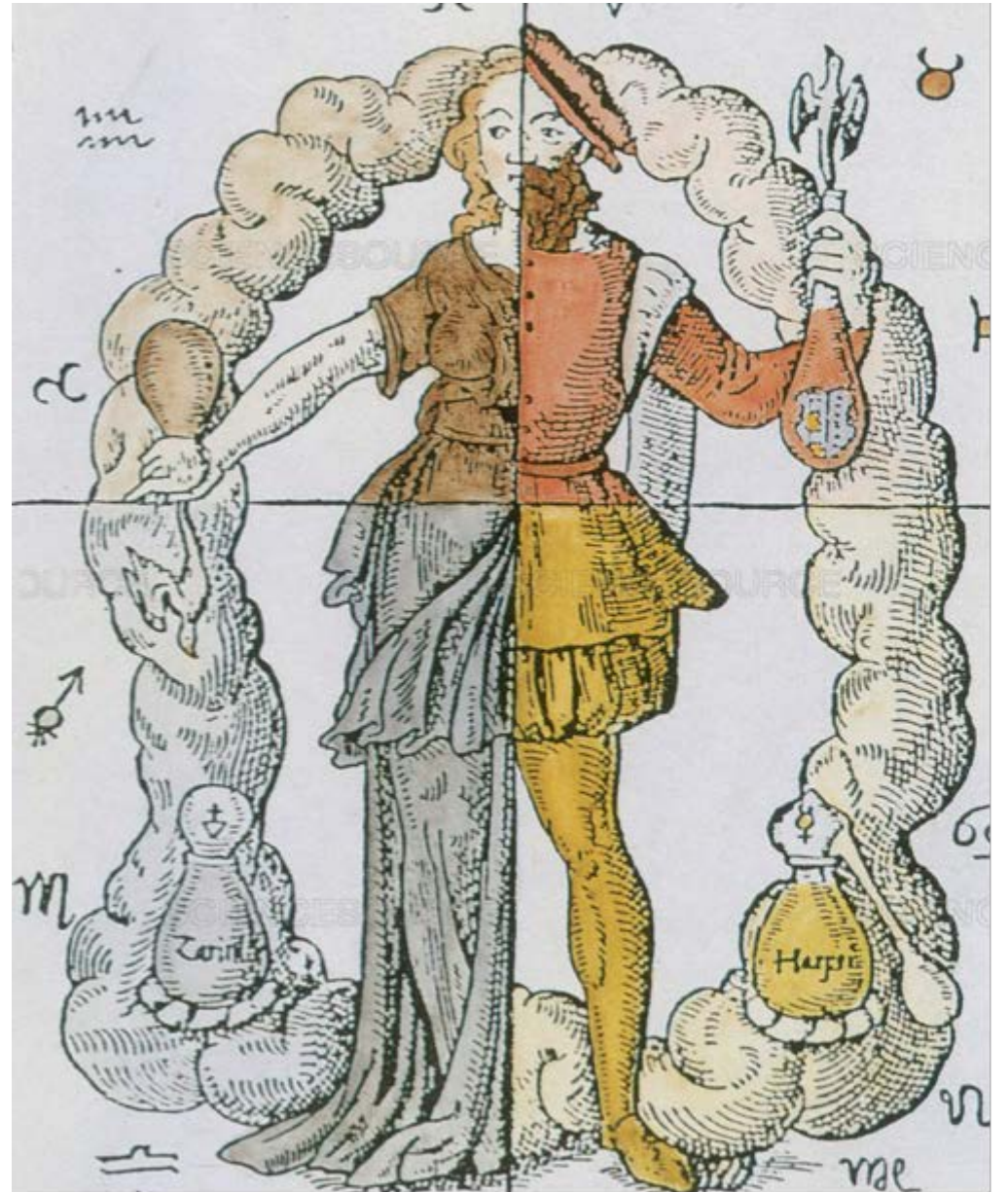
Negotiation and Conflict Resolution

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Boston University

Boston Medical Center



Being a chief

- Make the most of your year
- Don't speak in anger



Examples of conflicts you experience?

Objectives for today

- Review sources of conflict in our professional lives
- Identify and describe negotiation styles
- List principles of win/win negotiation
- Define common negotiation terms

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What causes disease?

The 4 Humors, obvi

Blood	<i>Sanguis</i>	Sanguine
Yellow Bile	<i>Cholera</i>	Choleric
Black Bile	<i>Melas</i>	Melancholic
Phlegm	<i>Phlegm</i>	Phlegmatic

Predicted Value

+

TP

FP

-

FN

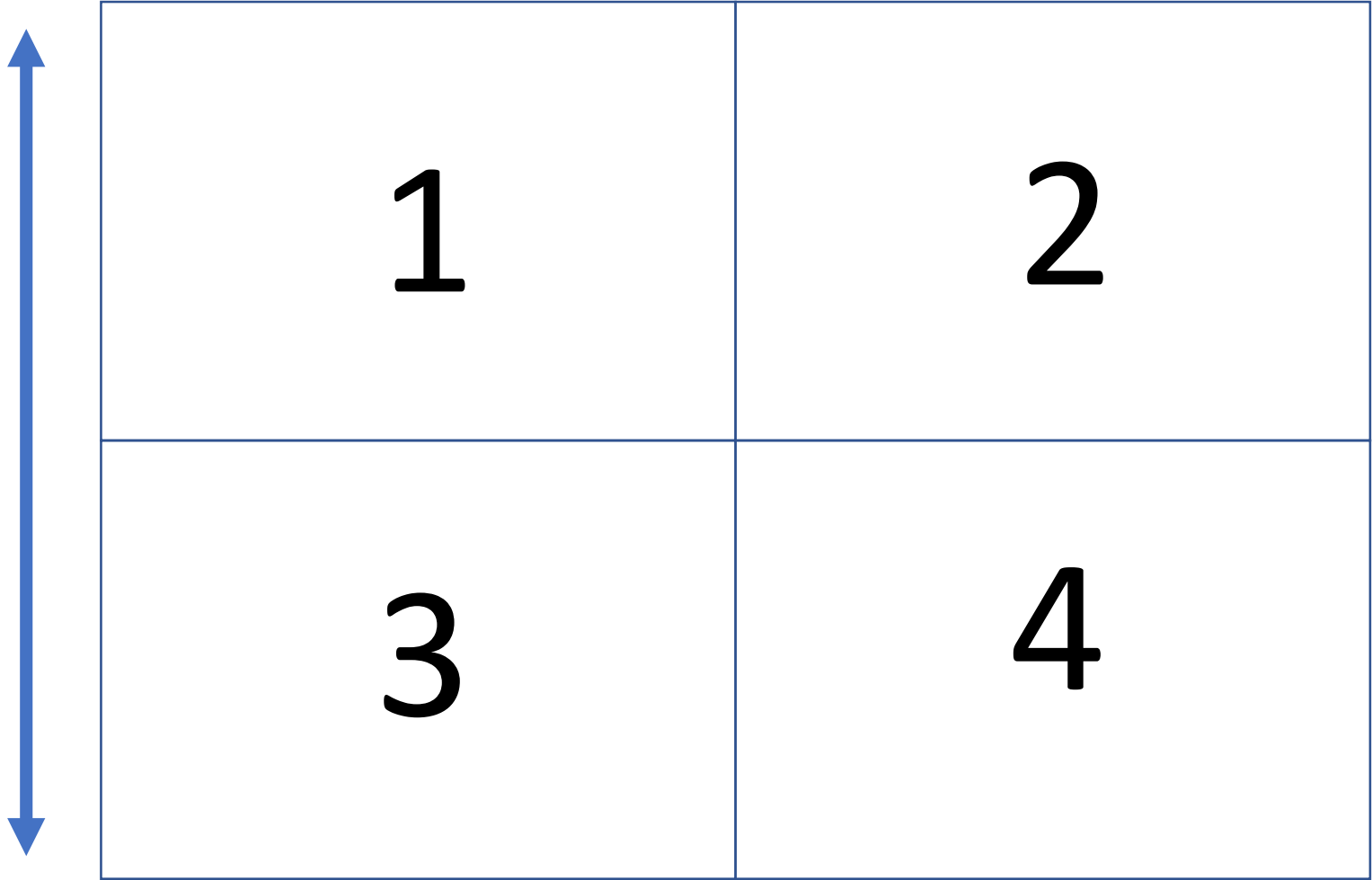
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Actual Value

Important



1

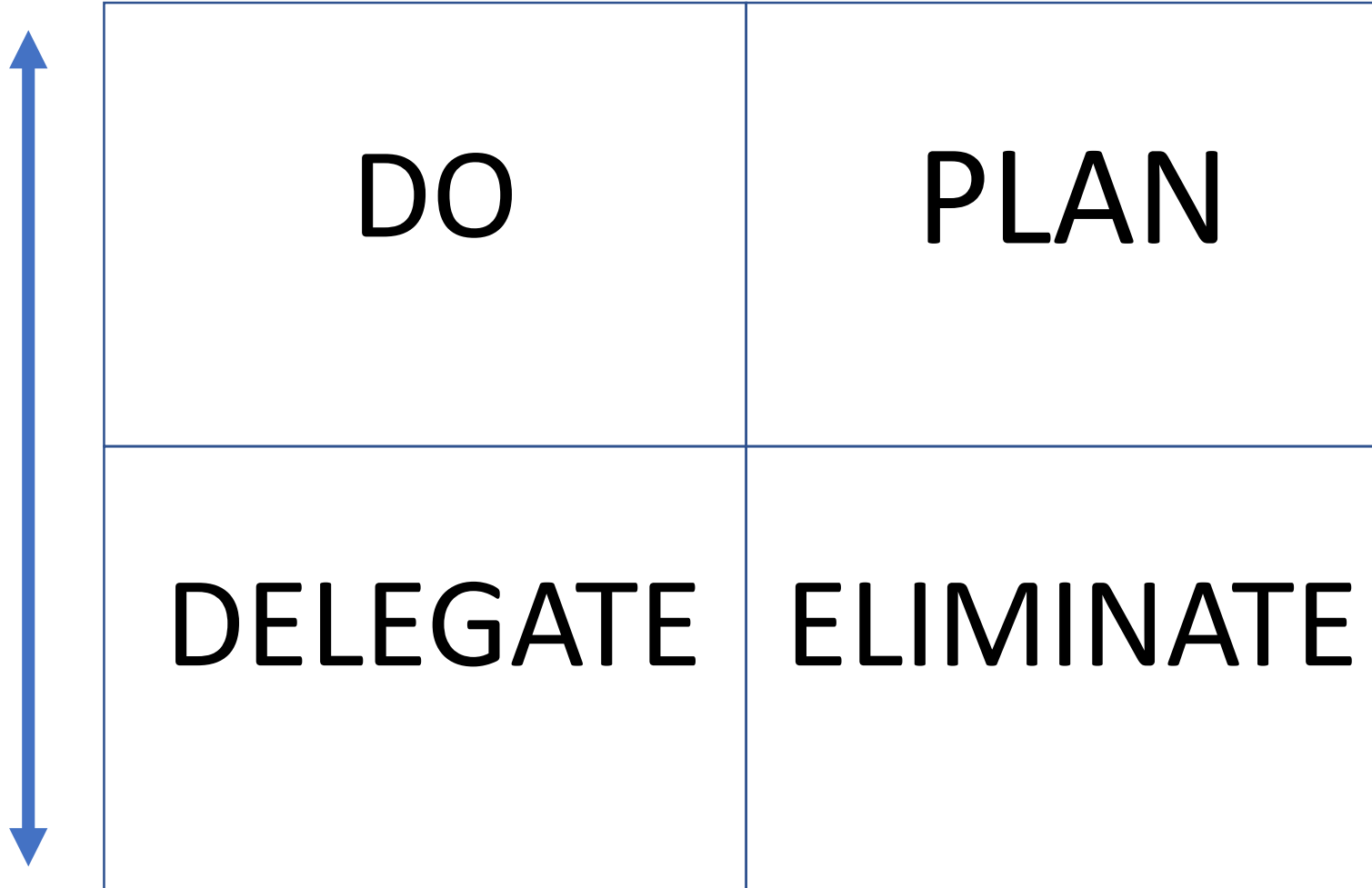
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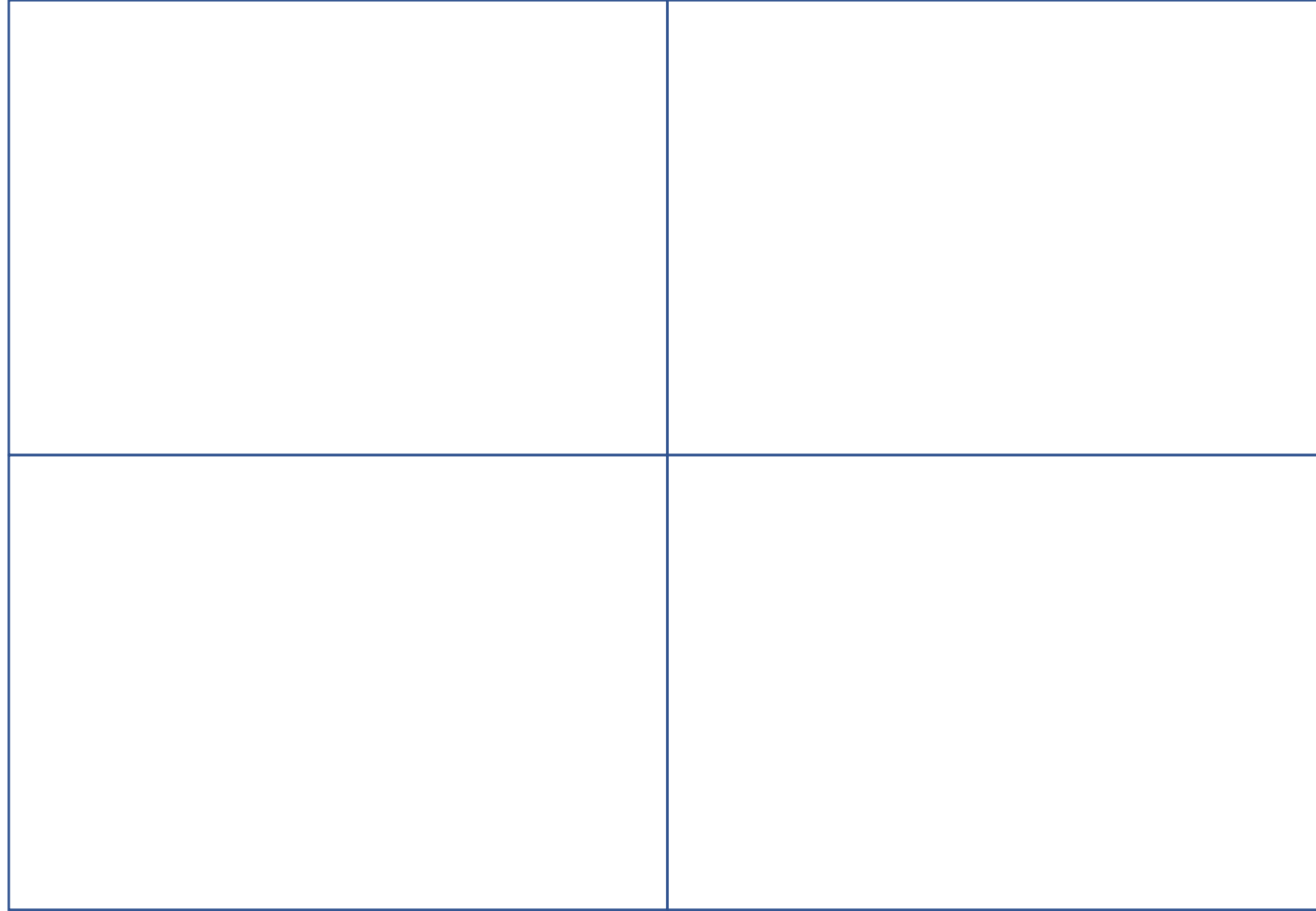
Urgent

Important



Urgent

Interest in Self
(Assertiveness)



Interest in Relationship
(Cooperativeness)

Interest in Self
(Assertiveness)

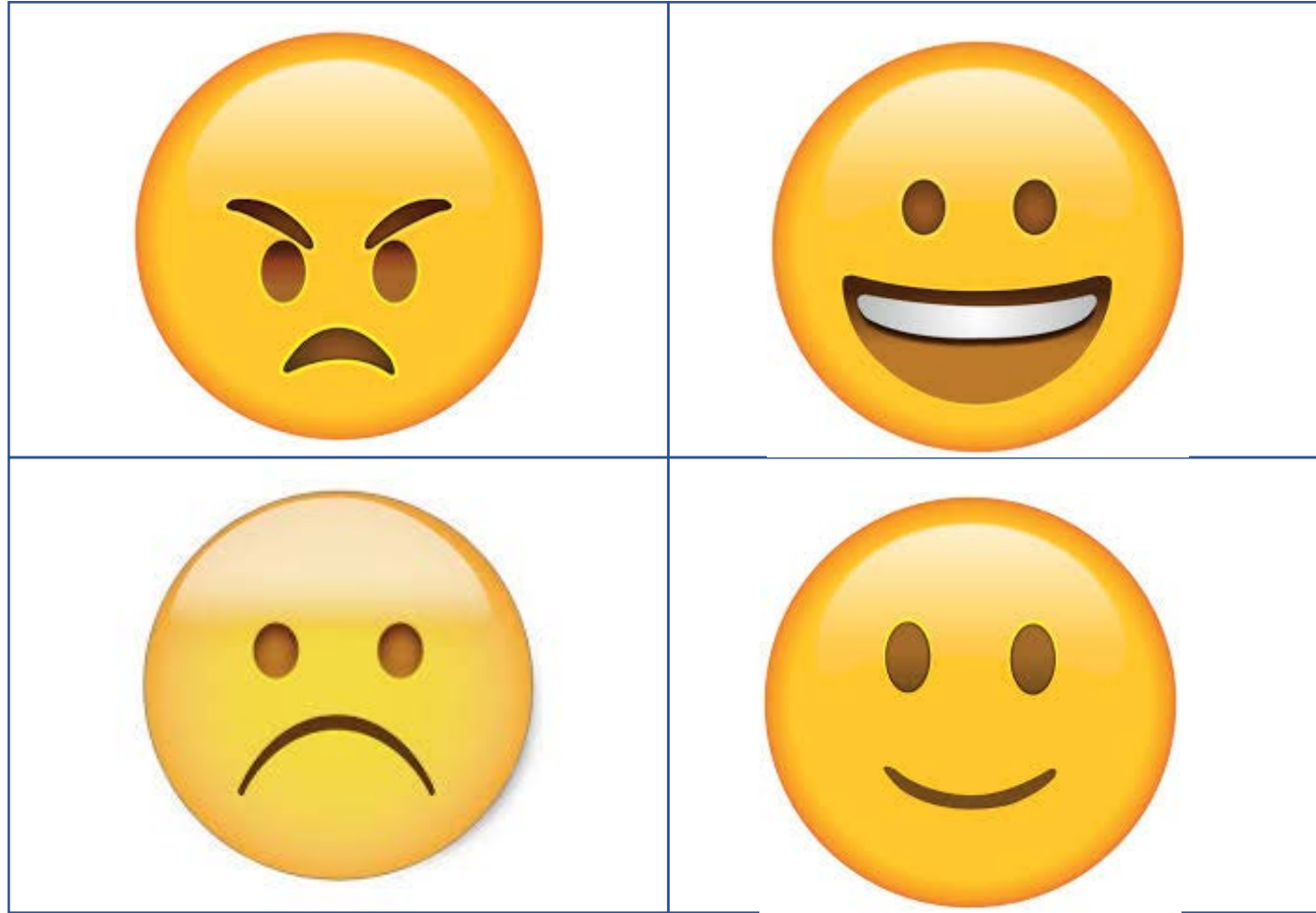


Choleric	Phlegmatic
Melancholic	Sanguine



Interest in Relationship
(Cooperativeness)

Interest in Self
(Assertiveness)



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Competing	Collaborating
Avoiding	Accommodating



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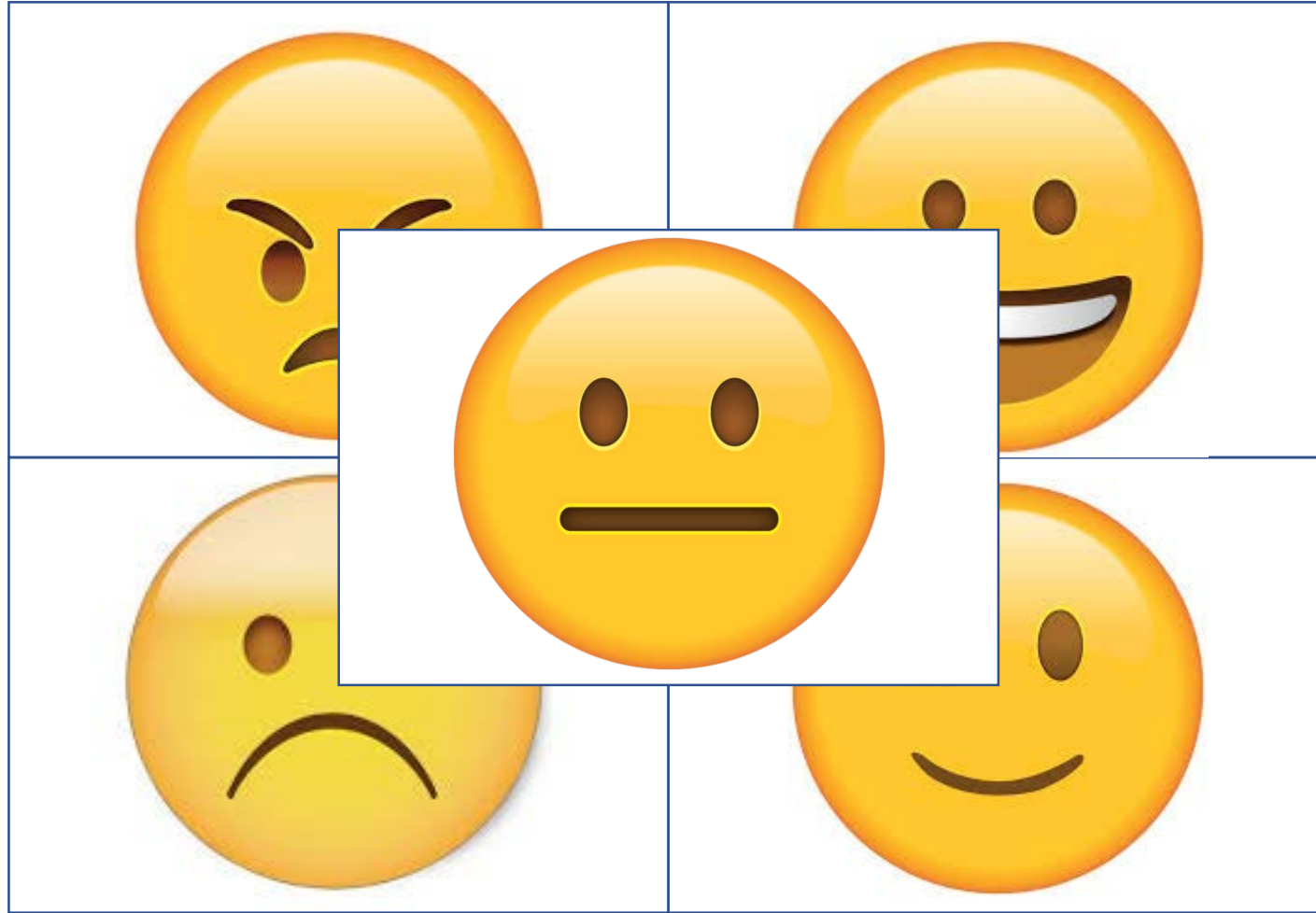


Competing	Collaborating
Avoiding	Accommodating



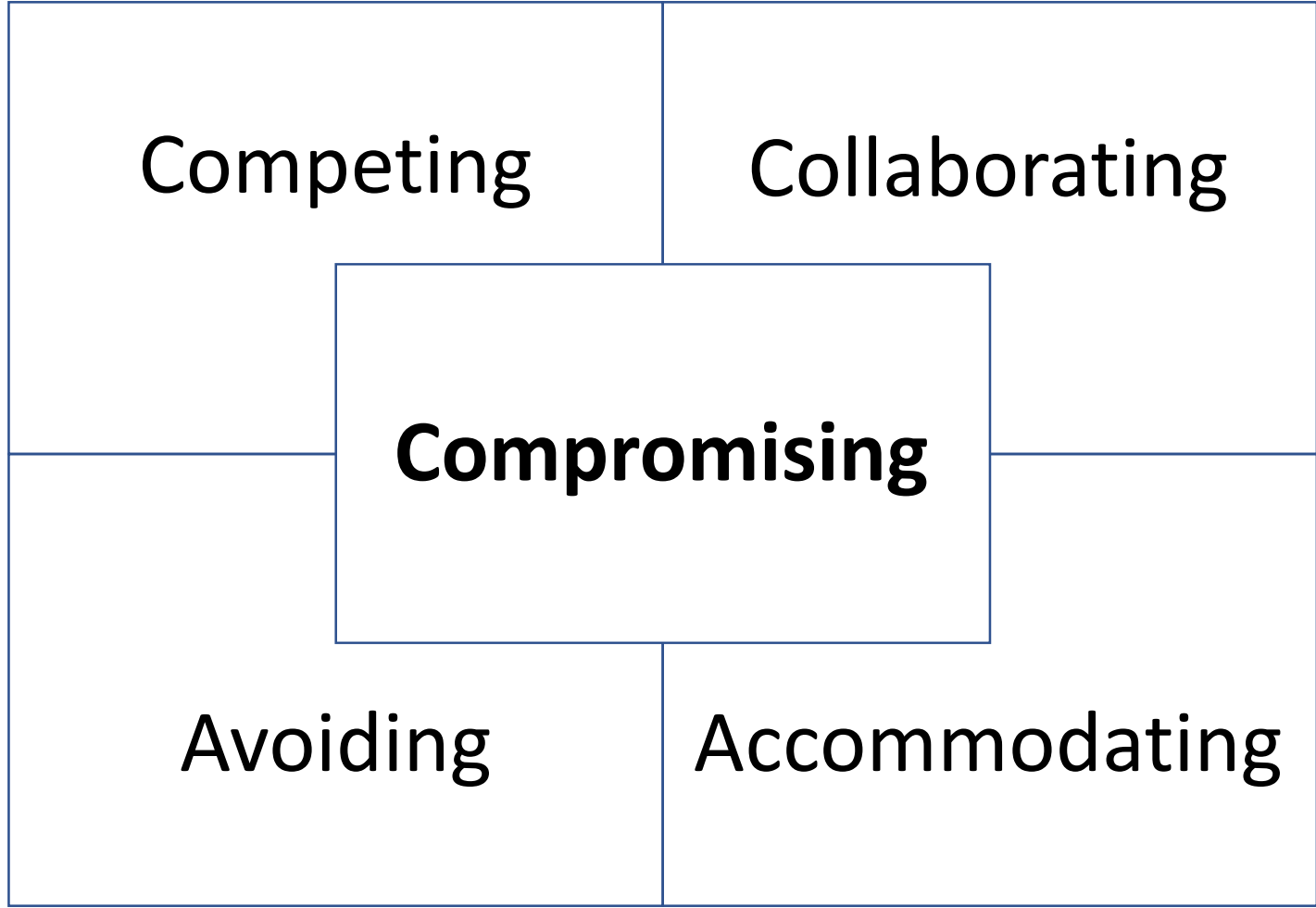
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Interest in Relationship
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Effective Win/Win Negotiations



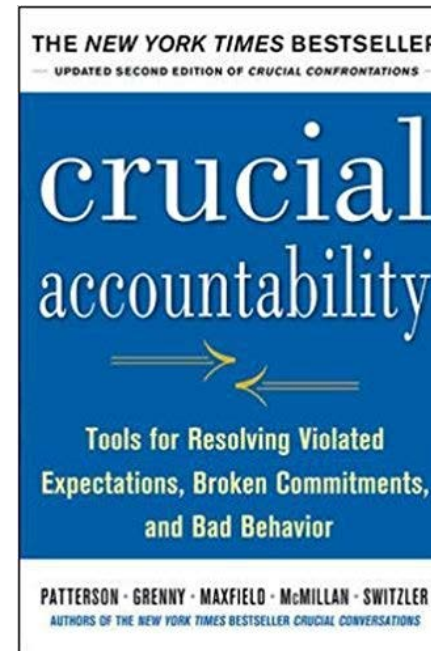
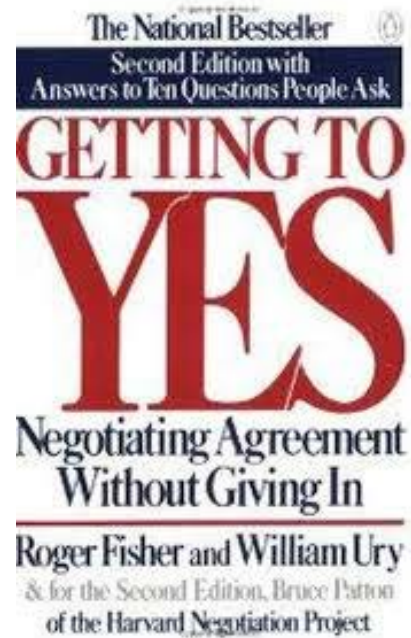
- Positions
- People Involved
- Maintaining/Increasing Competition
(Win/Lose Focus)

- Interests
- Problem/Issue
- Decreasing Competition
(Collaborative Focus)

Core Principles and Terms

- Empathy
- Arbitration vs. Mediation
- BATNA
- ZOPA

Stuff to read



- Harvard Business Review Conflict guide

AAIM #wellness run tomorrow

- 6:30AM
- Marriott Riverwalk Lobby

- Gopal.Yadavalli@bmc.org
- @DrYadavalli