

Alice in CubicleLand:

Assignment:

Read the posted case "Alice in CubicleLand."

Think through the issues; make notes as to the pertinent facts and the underlying factors. Alice will have to have a conversation with her boss.

Now put yourself in Alice's shoes. Draft out a script for your opening for your discussion with your boss; think through the myriad ways he may react, and think about crafting your communication from the get-go so that you can persuade him.

Draft out your communication strategy, using the following topics to guide you. Be prepared to role-play your part with this strategy as well as discuss the strategies of your classmates.

You will be graded on your written portion of the assignment; the role-play, however, will not be graded.

What are the issues?

What's your interest? Why do you want what you want?

BATNA

(Do you have any other alternatives? If so, what are they?):

Audience analysis

(Who are my constituents? In what social context are they? (Do a field analysis; who is on your team, who can affect the play, who can participate, who can make the final decision? What's going on in the broader environment in which the negotiation is taking place? (time limits? Rules? History of relationship with other party? Outside influences? Common practices?)

Tone

Point of view

Persuasion topics

Resistance point for you

Resistance point for them

Referent Power and Legitimate Power: *(What supporting facts do I have? (What information do I have to support my view? How can I validate that information? Have these issues been negotiated before by*

others? Can I consult those others for information as to what arguments they used? How can I present the facts to be most convincing? Do I have visual aids that will help?)

Created value

Protocol assessment:

- 1) **Where's the best place for the negotiation to take place?**
- 2) **When is the best time for it to take place?**

The script

Script for beginning the conversation