Didactic Preparation

- Background reading on conflict resolution approaches in public administration.
- Six additional toolkits, guidebooks, resources on negotiation, mediation, and conflict management in health professional settings

Assessment:

- Team negotiation activity using “Preparing for conflict and negotiation: a case study on perinatal depression” from Johns Hopkins Bloomberg School of Public Health.
- Individual in-depth reflective worksheet on diagnosing disagreement, conflict resolution, and post-negotiation analysis.
- Complete the Conflict Management Style survey and reflect on your results using guided questions.

Example 2

Didactic Preparation

- Read Never Split the Difference: Negotiating as if Your Life Depended on It

Assessment:

- Complete and record a role played, live negotiation with a partner based on the Harvard case study in which all points must be resolved.
- Review the recording of your negotiation and reflect on why the negotiations succeeded or failed.
- Watch and evaluate another negotiation, assessing classmate technique and award a “winning” side with supporting documentation.

Example 3

Didactic Preparation

- Guest lecture on negotiation and mediation techniques in public health settings, including budget management, community partnerships, and non-profit management.
- Group review of case studies on a variety of topics including mediation and negotiation related to the Flint water crisis, the climate change crisis, and others.

Assessment:

- Review a case study in which you work for an NGO that sponsors community health interventions and has contracted a third party provider to provide vaccines in a low-resources. You are set to fund them for six months but soon find out they’ve been canceling dates and have generated a high level of mistrust in the community regarding this service. Rather than offer a corrective plan or face the consequences, the provider has decided to dissolve the partnership with your entity/grant and pull-out from the community entirely.
- Students must write an analysis on how they would negotiate with the provider to mediate the differences between them and the community organization to reinstitute the partnership to address the needs of the community, incorporating techniques from the class guest lecture.

Why We Like These Examples:

- Clear didactic preparation that does not rely on student prior knowledge of negotiation and mediation technique
- Assessment requires use of specific technique, above and beyond persuasive communication or reflection alone
- Emphasis on negotiating and mediating in professional, applied settings above and beyond what is required for successful intra-group process and successful teamwork