



NEGOTIATION HANDBOOK FOR COMMUNITIES AND TRADITIONAL LEADERS



FACILITATORS' BOOKLET: NEGOTIATION ROLE PLAY

Strengthened Accountability Programme
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For the
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Acronyms

CDA	Community Development Agreement
CLC	Community Liaison Committee
CSO	Civil Society Organisation
CSR	Corporate Social Responsibility
GRI	Global Reporting Initiative
ICMM	International Council on Mining and Metals
ILO	International Labour Office
JCTR	Jesuit Centre for Theological Reflection
NGO	Non-Governmental Organisation
SAP	Strengthened Accountability Programme

1. INTRODUCTION

This booklet is the facilitators' handbook to guide the negotiation role play. It is to be used by a facilitator together with Book 3 (Negotiation Skills) of a series of three books that together constitute the "Negotiation Handbook for Communities and Traditional Leaders" to help them engage government and corporates. Book 1 (Citizens' Rights and Responsibilities) provides the information that the traditional leaders and community members need to know on citizens' rights and responsibilities; Book 2 (Obligations of Corporate) outlines the obligations of corporates towards society; and Book 3 (Negotiation Skills) defines negotiations and outlines the negotiating process that the leaders and communities should follow in negotiating and making demands with the duty bearers including the mining firms and local authorities.

The ***"Negotiation Handbook for Communities and Traditional Leaders"*** is a product of the JCTR partnership with Diakonia and the Embassy of Sweden, under which the JCTR has been implementing the Strengthened Accountability Programme (SAP) in Solwezi in the North Western Province since 2014. One of the activities under the SAP was to produce a negotiation handbook for communities and traditional leaders to help them negotiate with local authorities and corporates. The series contributes to meeting the project outcome: "Targeted corporate sector acts transparently, are accountable to the rights holders, and contribute to socio – economic justice in targeted districts of North Western Province."

1.1 Who is this handbook for?

The Facilitators' Booklet: Negotiation Role Play is for training facilitators' to conduct role play for traditional leaders and community members to build their capacity to negotiate through practical application of the negotiating skills. This should enable traditional leaders and their communities be better prepared to demand for accountability from local state institutions and influence corporates to demonstrate good corporate citizenship.

2. NEGOTIATION ROLE PLAY¹

The objective of the role play is to enable participants to practice negotiation skills by carrying out role plays, where two participants negotiate with each other in front of the others. Three of the participants will observe and give feedback according to the guidelines to be provided.

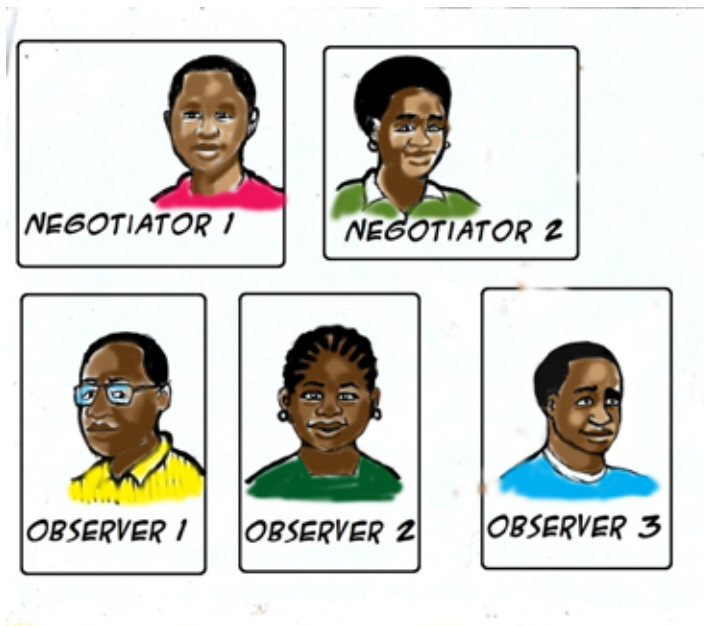


Step 1

The facilitator will divide the participant in groups of five participants and assign them the following roles:

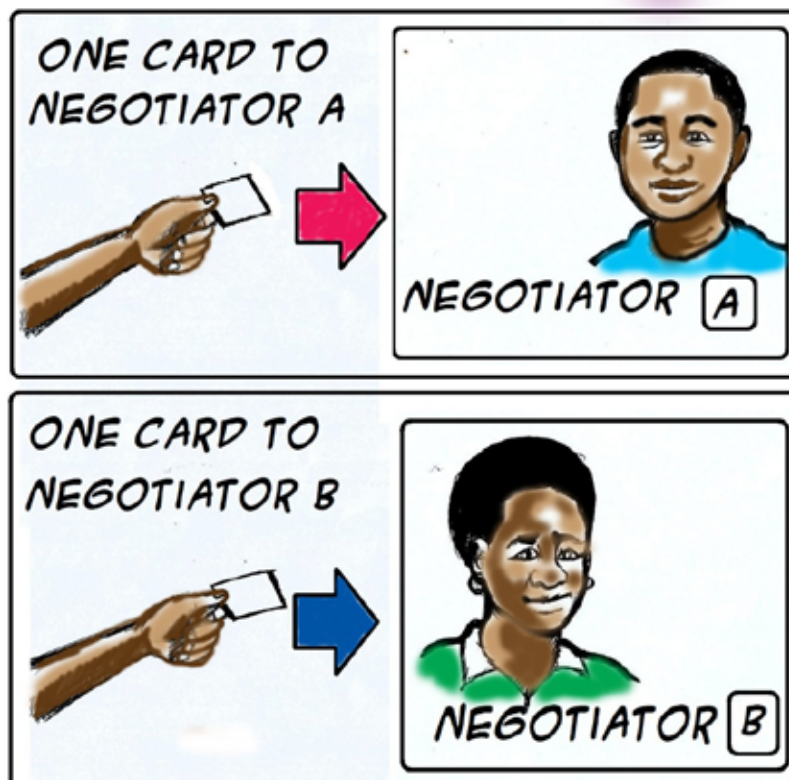
- Participant 1: Negotiator 1
- Participant 2: Negotiator 2
- Participant 3: Observer 1
- Participant 4: Observer 2
- Participant 5: Observer 3

¹ This Negotiation Role Play is taken, with some modifications, from "Learning Activity 'Negotiation Role play' Ent-teach Unit 7 Exit Strategies", <http://s8cdfbf74db-4f5e24.jimcontent.com/download/version/1371135129/module/8147227194/name/Learning%20Activity%20Unit%207%20-%201%20EN.pdf>



Step 2

Make cards of the role description in the tables below and hand out the role description **only** to the two negotiation participants in the group. From a set of role descriptions, for example, role description 1, one card will be given to negotiator A, and the other card to negotiator B. Each of the two negotiators will only be shown one role. The role description card contains details on the deal that the negotiating participant will have to try to make. Give the participants 10 minutes to study their role and make notes (in silence). Make sure they don't discuss their offers beforehand with anyone.



<i>Role descriptions 1</i>	
Negotiator A	Negotiator B
<p>Buyer: You want to buy a leather jacket from a street vendor. You really like the jacket, which is a good fit, well made and stylish. But you think the trader is asking too much. Can you negotiate an acceptable price for both of you? You have a maximum of K400. You also know that generally goods are half as costly in the streets compared to the shops. Decide what you want to pay and the tactics you will employ making concessions. A similar jacket in the shops will cost about K750.</p>	<p>Trader: You have sold seven of these jackets in the last few days. The lowest price you received was K200, the best prices K600. Most people you sold the jacket to, did not even negotiate over the price. The jacket cost you K150. You are determined to make a good profit on this deal</p>

<i>Role descriptions 2</i>	
Negotiator A	Negotiator B
<p>Buyer: You want to buy a new radio that is priced K399.00. Visit the electrical appliance shop and see if the sales assistant will offer you a discount. You are budget-conscious, but are willing to respond positively if interest-free credit terms are offered. You can afford up to K50.00 per month on credit payments for 6 months.</p>	<p>Sales-assistant: You are sales assistant selling electrical appliances. You can offer the customer interest/free credit terms. Your boss has allowed you to give a special offer price of K306.00 (K25.50 per month for 12 months).</p>

<i>Role descriptions 3</i>	
Negotiator A	Negotiator B
<p>Mpanga Mines: You are meeting the representative of Mpanga village for acquiring a piece of land measuring 500 hectares to carry out copper mining. Half of the land (250ha) is currently cultivated by the community and the other half (250ha) is bush though most of the trees have been cut down by charcoal traders. The land has high quality copper and you are very keen to get it. The asking price is K500,000. Try to negotiate for K300,000. You can agree to pay anything up to K350,000 if the community allows the company to take over the land before the crop that is in the field is harvested.</p>	<p>Community Leader: You are a community representative meeting Mpanga Mining for the community land measuring 500 hectares. Half of the land (250ha) is currently cultivated by the community and the other half (250ha) is bush though most of the trees have been cut down by charcoal traders. You have asked for K500,000 for the land but you are prepared to reduce that to K300,000 including the crop that is in the field.</p>

<i>Role descriptions 4</i>	
Negotiator A	Negotiator B
<p>Tenant: You are meeting the landlord of a house you are interested in renting in Solwezi town. It is tiny and on a top floor without a lift but the situation is perfect for you and you are very keen. The asking price is K600 per month. Try to negotiate for K450. You can agree anything up to K500- if the electricity is included.</p>	<p>Landlord: You are a landlord meeting a prospective tenant for your house in Solwezi town. The house is very small with only 2 rooms, a living room/ kitchen and one bedroom, plus a tiny shower room and toilet. You have been trying to get K600 for the house but now you are prepared to reduce that to K500 including the electricity.</p>

<i>Role descriptions 5</i>	
Negotiator A	Negotiator B
<p>Seller: You are a small market stallholder selling fruit and vegetables and it is 17.45hrs. The market closes in 15 minutes at 18.00hrs. Today is Saturday and the market does not open on Sundays. You have 20 pineapples left that are ripe and will not be good for sale by next market day on Monday, so you are keen to sell them before you close. You paid K75 for these melons and you don't want to accept less than that.</p>	<p>Buyer: You visit the market just before it closes as you need to buy 20 pineapples to take to the orphanage as it is your turn to do so. Negotiate the price with the stallholder, bearing in mind that normally 20 melons of this quality costs at least K120</p>

<i>Role descriptions 6</i>	
Negotiator A	Negotiator B
<p>Seller: You are selling your old bicycle. A brand new bicycle costs K2,000. Your old bicycle is now 8 years old and well used. The minimum price you would like to accept is K500</p>	<p>Buyer: You have seen an interesting bicycle advertised for sale. Negotiate a price with the seller. It looks like it would be worth at least K1,000 but obviously you would be happier to get it for cheaper than that.</p>

Step 3

Hand out the observation guide to the three observers.

Observation Guide

Name negotiator 1:

Role:

What went well?

-
-
-
-
-
-

What could the negotiator improve to get a better result?

-
-
-
-
-
-

Name negotiator 2:

Role:

What went well?

-
-
-
-
-
-

What could the negotiator improve to get a better result?

-
-
-
-
-
-

Step 4

Set up a table and two chairs in the front for the negotiators and a line of three chairs for the 'jury' (the observers).

Step 5

Let the group negotiate for 5 - 10 minutes while the observers closely observe the two negotiating participants and make notes on the observation guide provided

Step 6

Give the three observers 5 minutes to give feedback on what went well and where there is room for improvement.

Step 7

Based on the way the two negotiating student perform in their role and the way the three observing students give feedback, the facilitator can assess how well the participants (both negotiators and observers) have understood the concept of negotiations.

3. REFERENCES

1. Environmental Resources Management, "Mining Community Development Agreements – Practical Experiences and Field Studies", The World Bank, 2010 <http://www.sdsg.org/wp-content/uploads/2011/06/CDA-Report-FINAL.pdf>



Vision:

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