

Some Potentially Difficult Situations You Survived in 15.667

Dealing with:

- people you do not know who are following secret instructions;
- people who may be lying;
- someone alleging racism, or a sexual attack;
- someone alleged to be racist, sexist;
- a performance evaluation with insufficient data;
- how you might plan to fire someone;
- a #2 who wants the job of the boss;
- a potential conflict of interest with a husband and wife team, where the company needs the husband;
- various possibly unethical situations;
- an international recruitment situation with many unknowns in job and compensation;
- negative, one-point, and wide positive bargaining ranges;
- bargaining in terms of feelings, time, and status, as well as money;
- brainstorming with large and small groups on relatively delicate issues; use of a Devil's Advocate to prepare;
- being surprised: often with too few or misleading data, by a large bargaining range, a mediation where it was impossible to be sufficiently prepared; a mob;
- aggressive competitive Others; people who rely on "commitment" power;
- a mentoring problem in an uncertain but hierarchical structure;
- coalitional bargaining where prior relationships play a strong role as well as "rational" bargaining strength;
- constructing the elements of an effective apology;
- considering the elements of a fair complaint system—and how different people see complaint options;
- understanding common sources of stress;
- how to address a serious complaint or perceived injury;
- how to choose an option for a complaint; how to help an Other to do so;
- how to think about different sides of a painful or even dangerous misunderstanding;
- whistleblowers and whistleblowing issues;
- a case involving the elements of fair investigations with no prior warning;
- potentially dangerous situations;
- people with various personality problems: e.g. negativists, people who are pointedly unhelpful.
- the professor.....