



11.255
Negotiation and
Dispute Resolution in the
Public Sector

Spring 2021

Class #19

+ Scenario #6

- Formulate Ideas and Suggestions that Might be Helpful to the Community
- Discuss in Full Group

+ Breakouts

[Student names redacted]

+ Cultural Differences

- Different languages; same words and gestures have different meanings
- Different norms (e.g., timing, social interaction, haggling, negotiation tactics, role of expert advisors, the importance of written agreements, etc.)
- Different expectations (vis-a-vis gender, age, rank in organization, team members, etc.)



Problems Created by This Type of Complexity

- Hard to be understood and to understand the interests and intentions of the other side (communication)
- Conflicting behavioral expectations
- Hard to establish trust

+ How to Respond to These Problems?

- Focus on cross-cultural communication: rely on knowledgeable and trusted spokespeople.
- Consider using intermediaries.
- Do your homework; make adjustments as needed.

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