

the office of career & professional development presents:

Negotiation and Conflict Resolution for Researchers

Session 4 in the Professional and Academic Success Skills series

Facilitator:

Carl M. Cohen, Ph.D. President, Science Management Associates

Agenda:

11:45 – 12:00 p.m. **Registration Check-in and pick up boxed lunch**

12:00 – 12:15 p.m. **Research: the good, the bad and the difficult**

In this section of the workshop we will examine work situations that most researchers find difficult to handle. You may be surprised to learn that your problems are not unique but are shared by others. Reviewing these situations will reveal what they have in common.

12:15 – 1:00 p.m. **How do YOU react in difficult situations?**

The first step in improving your effectiveness as a negotiator and leader is to become aware of how you act in difficult situations. We will engage in a role playing exercise that will enable you to examine your own behavior and reactions in tense circumstances. You will learn how to recognize the inner signs of anxiety and anger before they take control of your behavior.

1:00- 1:30 p.m. **How do you resolve conflict?**

Using the information from the previous role-play and a pre-conference questionnaire, you will discover your preferred way of resolving conflict. This will help you decide where you need to improve your skills.

1:30-1:40 **Break**

1:40 – 3:00 p.m. **Five key skills for dealing with disagreements and conflicts**

Beyond becoming aware of your own behavior and learning to control it, the most important skills you can learn are those that enable you to work through disagreements and conflicts.

- *How to prepare for a difficult discussion or negotiation*
- *How to manage yourself in a difficult situation*
- *How to influence the state of mind of someone else*
- *How to keep a negotiation on track*
- *How to deal with brick walls, flat out rejections and rebuffs*

3:00 – 3:10 p.m. **Break**

3:10 – 4:00 p.m. **Using negotiation and conflict resolution skills in real life**

You will use the tools you have just learned in a second role playing exercise simulating one of more difficult situations that arise in scientific workplaces. Workshop participants will observe and review their own and others' performance and behavior.

4:00 – 4:50 p.m. **Dealing with difficult people**

As a researcher, whether you work as part of a team or lead your own group you will routinely have to deal with people who will challenge your interpersonal skills. This segment of the workshop will help you identify, cope with and manage people with a variety of difficult behavioral characteristics. Such people may include those who are argumentative, overly critical, micromanagers, chronic complainers, blamers and more.

4:50 – 5:00 p.m. **Review of workshop and the skills presented**

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Biography:

Carl M. Cohen, Ph.D. is President of Science Management Associates (www.sciencema.com) and provides consultation and training in interpersonal, group and organizational skills to scientists and science executives in both the public and private sectors. Carl has more than 25 years of biomedical research and management expertise, including having been Chief Operating Officer of Biovest International focused on cancer immunotherapy and Vice President for Research and Development at Creative BioMolecules. Carl served as Chief of the Division of Cellular and Molecular Biology and Acting Chair of the Department of Biomedical Research at St. Elizabeth's Medical Center of Boston. During that same period he also held the positions of Professor of Medicine and Professor of Anatomy and Cellular Biology at Tufts University School of Medicine. Carl received his Ph.D. in Physics from Harvard University.

Along with his wife Suzanne, a Psychologist in Wellesley, MA, he is author of the book "Lab Dynamics: Management Skills for Scientists" Cold Spring Harbor Laboratory Press, 2004.