Real World Negotiations

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**Scenario 1**

Being an accountant specialist, I have to manage all the transactions and patients records. The secondary function of this job is to safeguard patients’ data as this data is highly confidential. While I was maintaining the records, I felt that there is a need to keep a secure backup for all the records so that in an emergency, all the data can be accessed. For this purpose, I requested my manager to allow me to create a backup of all the data so that during an emergency, I can use that. At first, he denied but I explained to him the importance of data backup and its benefits. After learning about the immense benefits of the data, he allowed me to maintain a backup of all the records. Sometimes, it is better to explain to other people your perspective regarding specific issues rather than making an issue (Bazerman & Valley, 2000). This will help in maintaining a peaceful workplace.

**Scenario 2**

I took an imminent deadline for maintaining the patient's fall prevention records that I recognized, I was not successfully capable to encounter. I orally communicated this information to my director and he decided to communicate with the customer to extend the deadline. Unfortunately, he fails to recall the discussion and was distressed that my portion of the plan was not completed as per the deadline. I peacefully reminded him of that spoken settlement- associated with the customer and procured accountability for not meeting the deadline. Also, I offered them an extra follow-up next after the project to mark up for the neglected deadline. I also proposed to my director that in the future, it would be better to communicate with each other my plans and assignments in writing. After a hectic week, the customer was pleased and my director and I took an improved understanding of the way by which we would interconnect with each other in the future. Cooperating includes working organized and respectfully to resolve conflicts and negotiating needs that everyone sacrifices a little, he or she is looking to achieve an agreement (Brett & Thompson, 2016).

**Scenario 3**

Being an accountant specialist at a hospital, my job is to not only manage the financial needs of my patients but also to protect their privacy. Once I met with a customer who pretended to be a close relative of a patient who was admitted a few days back at our hospital. He wanted to know some details of the financial records of the patient. So as per procedure, I demanded the identity card to verify the details but he refrained to provide the card. He then again changed the story and told me that I am not a relative but a friend. According to the law, I am not allowed to share details of patients with any other person so I immediately said no (Anderson, 1996). However, this does not go well with him and he started to create a scene in front of everyone that made the situation more difficult to handle. I tried to explain to him the legal requirements due to which I am bound to conceal the patient’s information yet he was stuck to his demand and resisted understanding my position. So, at last, I simply asked the security to handle that person as it was difficult for me to go outside my duty and to disclose someone’s personal documents. Escaping the conflict is occasionally a wise option, but it’s best to handle the situation as it originates. Accepting the law and avoiding the conflict in a worst-case scenario is a way of maintaining peace rather than arguing with that person (Cao & Clark, 2018).

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