



The Art of Negotiation

Trainer's guide

Learning outcomes

The main topic

Negotiation tactics and communication strategies encompass the methods and approaches used to facilitate effective dialogue, resolve conflicts, and achieve mutually beneficial agreements in business relationships. These skills are crucial for entrepreneurs, managers, and professionals aiming to foster long-term partnerships and strong client relations and drive business growth.

Pedagogical objectives

- Participants develop cooperation skills by working in a team.
- In role-playing exercises, participants will practice active listening and emotional intelligence.
- Participants will develop strategies to manage and resolve conflicts.
- Participants will analyse and solve a negotiation scenario.



Frame

Type

Traditional escape room

Timeframe

1 hour (including briefing and debriefing)

Participants

Min 2 max 6 (according to the room size)

Topics

Investigation, kidnapping, scientists, scapegoat, betrayal.

Skills required

Game Master

- Adaptation (for the final phase discussion)

Participant

- None



Game Master's role

In this Escape Room, the role of the game master is very specific, as it will be the guide during the game, and the judge during the debrief.

During the briefing, you can describe the global scheme of the game: the players are negotiators for the company "Your best talk" and have to find the best deal to present to the client in 30 minutes. If they are late, or they fail to find out the good deal, their company is going to lose the client, with a huge impact on the activity and the employees' job.

During the game, you have to see if the players are blocked on the enigmas and give some hints. You can use the expected duration we indicated on the document "1. Scenario Description and Roadmap" as reference. We also recommend you to take notes of the observations you could have during the game: it will feed the debriefing. We defined the activity on a timeframe of 1 hour, including 30 minutes to solve the ER, 15 minutes for the briefing, and 15 minutes for the debriefing: if you can hold your group for more than an hour, feel free to set a longer duration for the ER, and probably add some red leads.

During the debriefing, you should first ask the conclusion of the players. Be sure that all the players are unanimous on the selected answer: if they are not, let them a last chance to fix a final proposal under 5 minutes. Many solutions are possible:

- **Over the range:** "Sorry, you are way to high, we will look for another service provider."



- **In the range:** “ Well, that is a good base. But we proposed something else, does it look good to you?”
 - If the players proposed a solution that covers the optional needs: 7800€
 - If the players proposed a solution that isn't cover the optional needs: 4500€

Then the player shouldn't accept the client proposition, as it is under their range. They should propose another middle-ground proposal, that the client should accept.

- **Under the range:** “That looks great, where do I sign?”

After this conclusion, you can propose to look back on what happen on the game. Let the space to the players to share their feelings/feedback, and share the observations you had during the game.

Then, you can conclude to the result of the game, according to their answer:

- **Over the range:** by being too greedy, they lost the client.
- **Under the range:** they get the client, but unfortunately, the company lose money on that contract. It should have a bad impact on the team.



- **In the range:**

- They accept the counter proposal of the client: see “under the range” above
- They proposed the good middle-ground: Best ending ever!

In addition, the game master should be openminded about various technic to involve a group, and adapt the game accordingly. For example, even if the game doesn't propose “roles” for the players, some teams can have shy people or with specific mindset where a role could be a good support for their involvement. The key insight for the game master is to always see an activity with the point of view of the group and see how to adapt it, sometimes in live!

This game should highlight the difficulties of finding a good fit during a negotiation: it is rare that skills and needs fit perfectly, and finding the good pricing is not that easy.



Inclusivity check

To ensure this escape game is inclusive and accessible for participants with learning disorders or disabilities, consider the following key elements:

- ✓ **Physical accessibility:** Ensure the venue is wheelchair accessible and that all the necessary items are reachable (not too high or far to access).
- ✓ **Visual and auditory support:** Ensure that the materials use large print, high contrast, or digital formats compatible with screen readers. If videos are involved, provide subtitles or interpretation.
- ✓ **Simple and clear instructions:** Use clear, concise language and visuals. Avoid complex wording to support participants with learning disorders.
- ✓ **Flexible participation:** Offer varied roles that cater to different strengths, allowing participants to choose tasks that suit their abilities and foster responsibility without becoming overwhelming.
- ✓ **Sensory considerations:** Avoid sensory triggers like loud noises or flashing lights. Provide a quiet space for participants needing breaks to refocus.
- ✓ **Support and adjustments:** Be ready to offer extra assistance, specific hints and guidance or tailored support based on individual needs.
- ✓ **Feedback loop:** Collect feedback from participants to continuously improve adaptability, accessibility and inclusivity.



General recommendation:

- "The Escape game is a cooperative activity where, sometimes, the organisation of the group becomes chaotic. If you feel that your players are heading in that direction, don't hesitate to offer them some advice on working as a team, such as:
 - It seems that it will take several brains to solve this part of the problem.
 - It's a bit chaotic, a group meeting to share our findings might help.
 - Even the best people sometimes miss something: redundancy can be a good support when you're looking for a solution!

Hints and solutions

Phase A

Hints

- If the players don't find all the envelops/folders: "I think you missed some staff members"
- "I think that [staff name] is good at [skill], no? Maybe we should keep that in mind on a post-it for later..."

Solutions

Note on post-it's the following information:

- Jean DUPONT: admin., 1 700 €
- Mark MOREL: Manager/HR, 1 700 €



- Julie WEBER: CEO, 1 700 €
- Floriane MULLER: Manager, 1 700 €
- Sophie RAY: Engineer, 1 700 €
- Jean EDOUARD: digital image, 1 700 €
- Alfred ELRIC: webdesign, 1 700 €
- Samuel WAGNER: script, 1 700 €
- Thibault MORDHOC: inclusion, 1 700 €
- Christopher MAXIMOFF: translation, 1 700 €

Phase B

Hints

- If the players don't find the client specifications: "If your colleagues lose our specifications, they probably throw them in the trash, isn't it?"
- "The paper sheets have been ripped off? Not good, if only you had something to fix them together and reconstruct them..."

Solutions: Use the tape to put the specifications strips together.

Note on post-it's the following information:

- Need Communication Supports: mandatory, 15d
- Need Project Piloting and Workshop: mandatory, 10d
- Need Financial Follow-up: optional, 20d
- Need 3D models: optional, 15d
- Need Translation in Japanese: optional, 5d



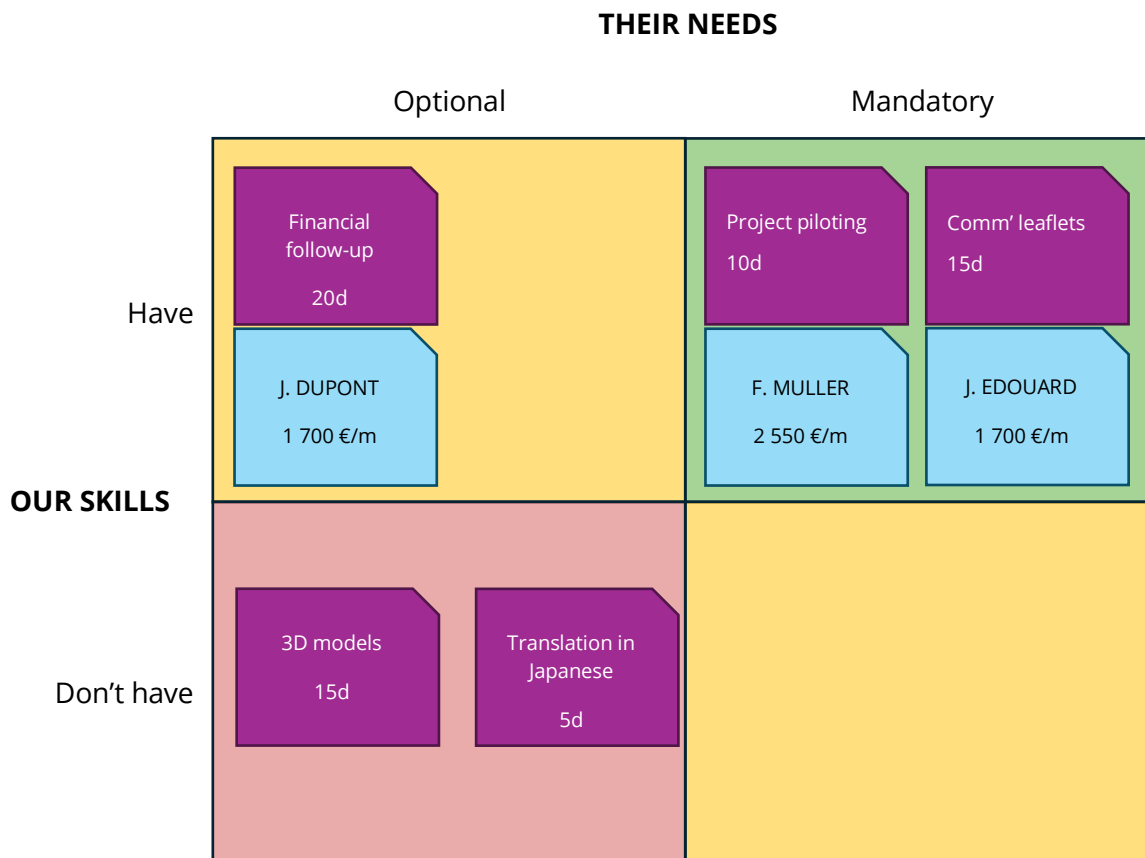
Phase B

Hints

- "To find out a solution, we should organize those post-it's a bit, no?"
- "To you have staff members related to the skills needed?"

Solutions

Disposition of the post-its of the Needs on the matrix, and place the post-its of the corresponding staff members.





Phase C

Hints

- “You are struggling to find out the cost of your service? I think there should be some information display somewhere...”

Solution

- **Rent of the office:** 3 000 €, divide by the number of staff members, and the number of days in a month : 10 € / working days
- **Cost of the staff:** salary x charges (1,5), divide by the number of days they work in a month (17)
 - o Relevant employee 1 (Need 3): 150 € / working days
 - o Relevant employee 4 (Need 1): 225 € / working days
 - o Relevant employee 6 (Need 5): 150 € / working days
- **Other fees:** 4 200 €, divide by the number of staff members, and the number of days in a month : 14 € / working days



Brief and Debrief

Brief (before the game)

Briefing is very important before entering an escape room. It is the moment where you explain the rules and how it works for those who don't know the game. It also allows you to set the context and universe of the game introducing the beginning and explaining to the players their mission.

Don't forget to set the timeframe: if the players don't respect the timescale, the abductor is setting the room on fire by anger.

Debrief (after the game)

Debriefing will allow you to receive feedback on your scenario and see what needs improvement. It will also allow you to see what players learned and remembered from this game session. A good practice is to take some notes from players' and your experience so that you can go back to this information later.

Soft skills can be highlighted during the debrief. Here are some examples of fields that could be tackled in the debrief: creativity in finding out-of-the-box solutions, strategic alignment in the way the group is dealing with the information, and teamwork.

Don't hesitate to add elements from your own objectives according to your courses!



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