

Tenant Reflection

1. The analysis of the problem, articulation of desired resolution, presentation of supporting arguments, and anticipation of approaches by your counterpart.

The overall problem was that I needed to find a commercial space to run my message therapy business so that I could build and maintain a specific type of clientele however, the two properties that were available each had their own pros and cons. The first property was far from a bus stop, didn't have too much foot traffic, and was by itself with no other businesses nearby. The pros of the first property were that there was a college getting ready to be built soon which could help with foot traffic in the long run. Another pro was that it offered a 1-year initial lease period, and the landlord was willing to cover the first 3 months of rent. The second property was in a great location, with a little less square footage than the other property but there was lots of foot traffic in the area, and it was near a bus stop, and it was also near my house. The cons were that there was a 2-year initial lease period with no 3-month rental coverage, and the rent was \$300 more than the first property. The result was that I could obtain the second property with 2 months covered by the landlord, but I'd have to pay \$1400 for rent after the first two months are up. My supporting argument to get the first 2 months covered was that I already had a strong customer base from my time as a teacher and that the money I save up will be able to go back into the business right away so that it could grow quickly and enable me to pay the \$1400 rent. The landlord's main argument not to cover the first two months was that the owners would prefer not to.

2. The factors that facilitated or prevented resolution, interaction between partners and groups, and the decision to resolve or not. (You can also include: What did you think worked well? What surprises did you encounter? How did you deal with those unexpected issues? What will you do differently next time?)

The factor that facilitated resolution was that I was willing to go from \$1333 in rent for the second property to \$1400 only if I was able to get the first 2 months covered by the landlord. Another factor that facilitated a result was the fact that the landlord withheld certain information such as foot traffic was slowing down in the plaza that the second property was in and there was construction taking place inside the plaza as well. Had I known about this, I wouldn't have offered to go up in rent and I would have fought for 3 months' rent free and a 1-year initial lease period. The interaction between us was great considering there were no harsh verbal exchanges and there weren't any arguments. What I feel worked well was my story which was that I was very passionate about massage therapy and that I'm on a new journey to not only bring life to myself but to my three young children. The landlord related with my story and began to compromise afterward. What I would do differently is ask more questions about the property and business around it to get a better idea as to what's going on. I would also hold back on expressing my feeling towards a specific property until after I'm sure that I have as much information as I possibly can so that the landlord won't be able to use my feeling as leverage and withhold critical information.

3. Understanding of connections between exercise and course content.

My connection between this exercise and the course content is that not every situation is going to be win lose. Some negotiations will require critical thinking and some compromise on both ends for a deal to be made. This exercise helped me to better understand bundling issues which is, "when there are multiple issues in a negotiation it is often helpful to “bundle” like issues together and offer them as a package.” An issue for me was that I needed to have at least 2 months of rent covered by the landlord but an issue for the landlord was that they needed as much money for the second property to ensure they make a gain on the property, so the bundle was to get 2 months covered by the landlord, but I pay more in rent after the 2-month period. Another connection that I made was that it's important to understand when to use certain negotiation styles. For this exercise I didn't want to be cutthroat because if I were to rent from the landlord, I knew we would be in communication on a consistent basis so I saw this as an integrative negotiation and felt it was best to figure out how we can both get the things that we want most.

4. Overall impressions or thoughts you had; things you learned; etc.

My overall impression from the exercise was that although people may seem friendly, they could have something up their sleeve to set you up in the long run. My interactions with the landlord went well and things were peaceful however he used my feeling toward the second property to his advantage and withheld information that would have made me think twice about the offer that I submitted. Another thought from the exercise is that critical thinking and preparation is very important for negotiations that have multiple issues at hand. Had I been better prepared, I would have been more alert to possible tactics that the landlord used, and I would've gotten a better deal because I would have known the pros and cons of each potential option.

Sources

Boles, T. L., Moeller, L., & Bellman, S. B. (2020). The Adventure of of Cross-Country Driving: Principles of Integrative Negotiations. In *The road to success: Learning how to become an effective negotiator*. essay, Kendall Hunt Pub. Co.