

Keep in mind that the attitude that you take in a negotiation (e.g, hostile or cooperative) will set the tone for the interaction. If you are confrontational, you will have a fight on your hands.

Negotiating is a complex process but definitely one worth mastering. If you keep in mind that you are responsible for the success or failure of the negotiation, and if you follow the tips given here, you will find the process easier.

We need to understand that in a successful negotiation everyone wins. The objective should be agreement, not victory or to make the other party or person feel low.

As an ASHA you will have to constantly negotiate with people and situations in order to be able to fulfil your responsibility. It is important to realise that it is quite a challenge to negotiate with people in authority but with enough preparation and practice you can deal effectively with any kind of situation which requires negotiation.

Let us Understand the steps of Successful Negotiation

Ask for the other person's perspective

In a negotiating situation use questions to find out what the other person's concerns and needs might be. Some examples of likely questions are: What do you need from me on this? What are your concerns about what I am suggesting/asking? When you hear the other person express their needs or concerns, use appropriate listening responses to make sure you heard correctly.

State Your needs

In the process of negotiation the other person requires to know your needs. It is very important to state not only what you need but also why you need it.

Prepare options beforehand

Before entering into a negotiating session, prepare some options that you can suggest if your preferred solution is not acceptable. Anticipate why the other person may resist your suggestion and be prepared to counter the same with an alternative.

Do not argue

Negotiating is about arriving at solutions. Arguing is about trying to prove the other person wrong. We know that during negotiation each party tries to prove the other one wrong, no progress is made. Do not waste time in arguing. If you disagree with something state your disagreement in a gentle, but assertive, way. Do not demean the other person or get into a power struggle.