NEGOTIATION

Program Objectives

(1 of 2)

✓ Understand what negotiations are all about.

✓ Choose a strategy to effectively negotiate.

✓ Learn the range of negotiation approaches and their results based on your interactions.

Ready
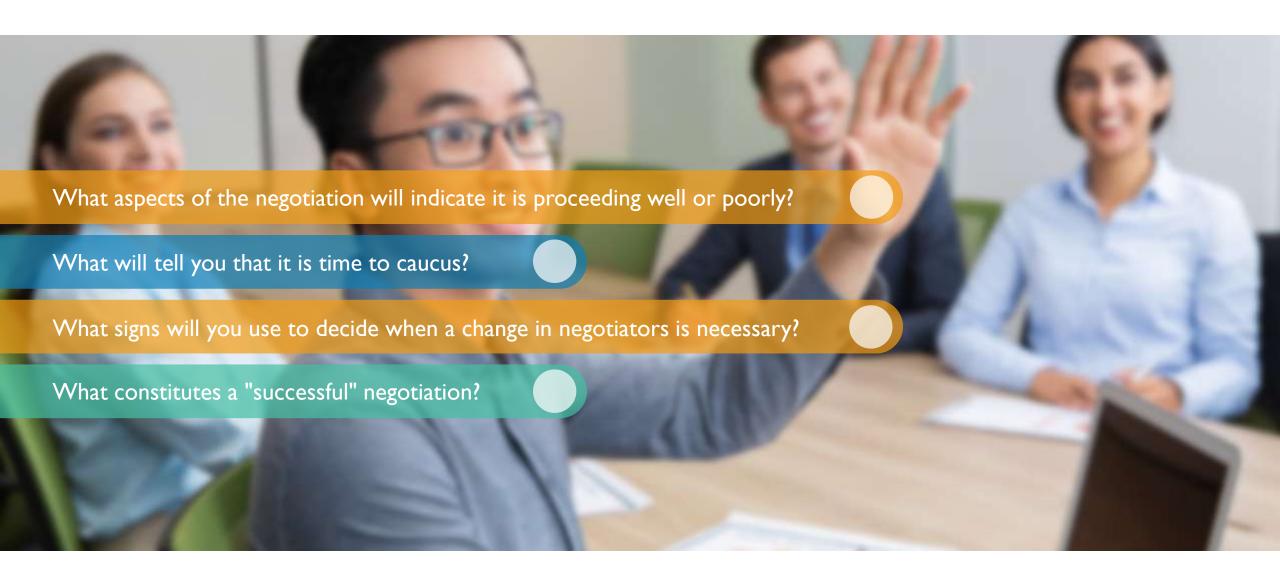Set
Present

Program Objectives

(2 of 2)

Plan for a negotiation session.

Use communication techniques to avert potential conflicts.

Practice your general negotiation techniques.
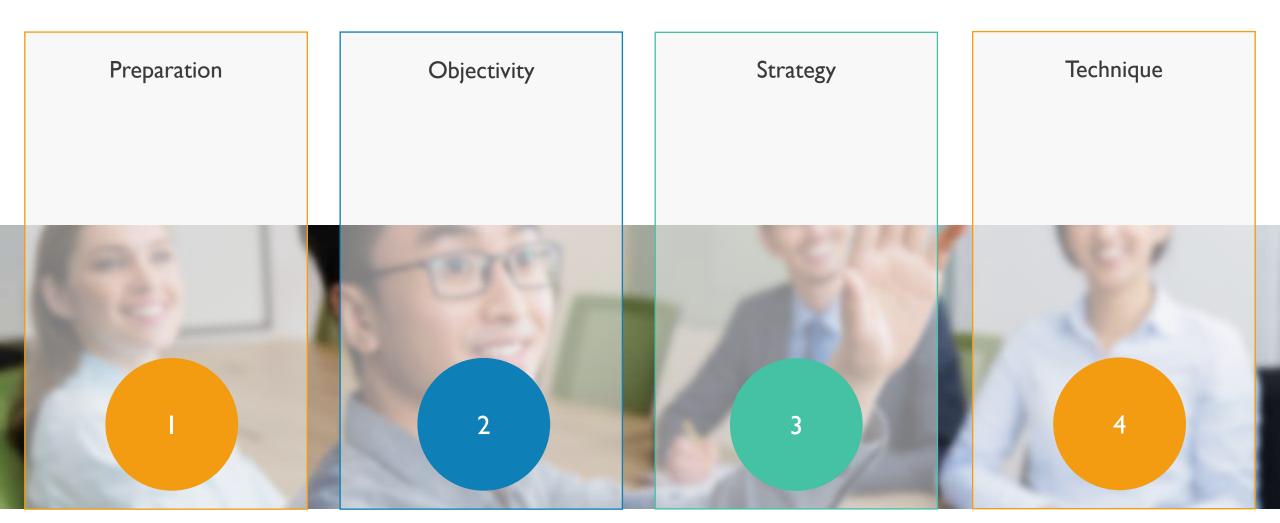
Negotiation Questions

What aspects of the negotiation will indicate it is proceeding well or poorly?

What will tell you that it is time to caucus?

What signs will you use to decide when a change in negotiators is necessary?

What constitutes a "successful" negotiation?

Negotiation – Remember

"Two elements are essential: **Reasonableness** and **Flexibility**."

The Basic Components

Preparation	Objectivity	Strategy	Technique
1	**2**	**3**	**4**

Basic Components

Preparation:
Prepare for negotiation if you want to succeed.

1

2

Objectivity:
Assess your strengths, weaknesses, and goals. Successful negotiators make a point to "accentuate the positive."

Ready
Set
Present

Strategy:
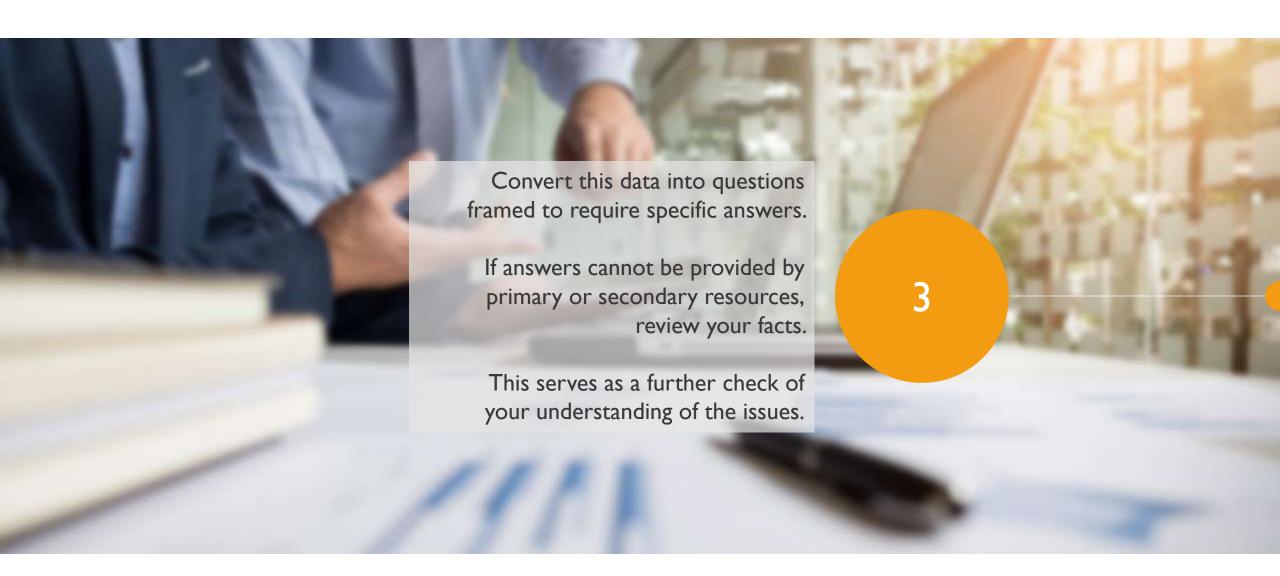Plan a realistic course of action based on sound preparation and objective appraisal of resources.

3

4

Technique:
Combine a wide range of skills, and draw on experience and self-discipline.

Identifying The Issues

Factors To Consider:

- The Facts
- The Problem
- The Result
- The Reasons

Convert this data into questions framed to require specific answers.

If answers cannot be provided by primary or secondary resources, review your facts.

This serves as a further check of your understanding of the issues.

3

Strategy Assistance

More Factors To Consider:

There are specific differences that could prevent agreement.

Generally, these differences are relatively easy to distinguish.

Positional Negotiation

(1 of 2)

1. Parties propose solutions.

2. Parties make counter-offers.

3. Parties make an agreement when the reach the ZOPA.

Successful Tactics
(Five Points)

5

Always leave a line of retreat open for your opponents.
This will provide them with incentive to agree if your tactics shake their conviction about the reasonableness of their position.

The 5 Negotiating Approaches

Approach	Description	Adage
Forcing	Hard-nosed, conflictive, confrontational	"Put your foot down where you mean to stand."
Compromising	Splitting the difference, sharing, trading	"You have to give some to get some."
Avoiding	Losing/leaving, withdrawing	"Let sleeping dogs lie."

Caucus

Review your list of defenses and the other groups' defenses.   1

Develop your negotiation strategy.   2

Appoint a group negotiator.   3

Appoint a back-up negotiator, if desired.   4
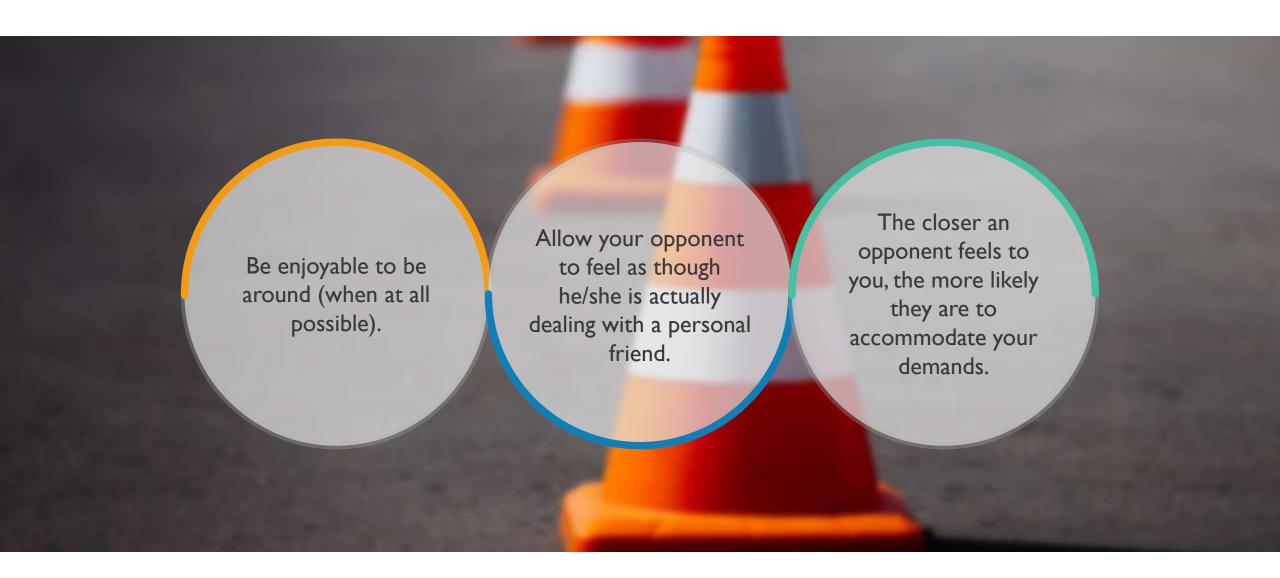
CONE – Communication

Use nonverbal as well as verbal communication.

Signs, gestures, or even silence may be the best way of expressing your opinion.

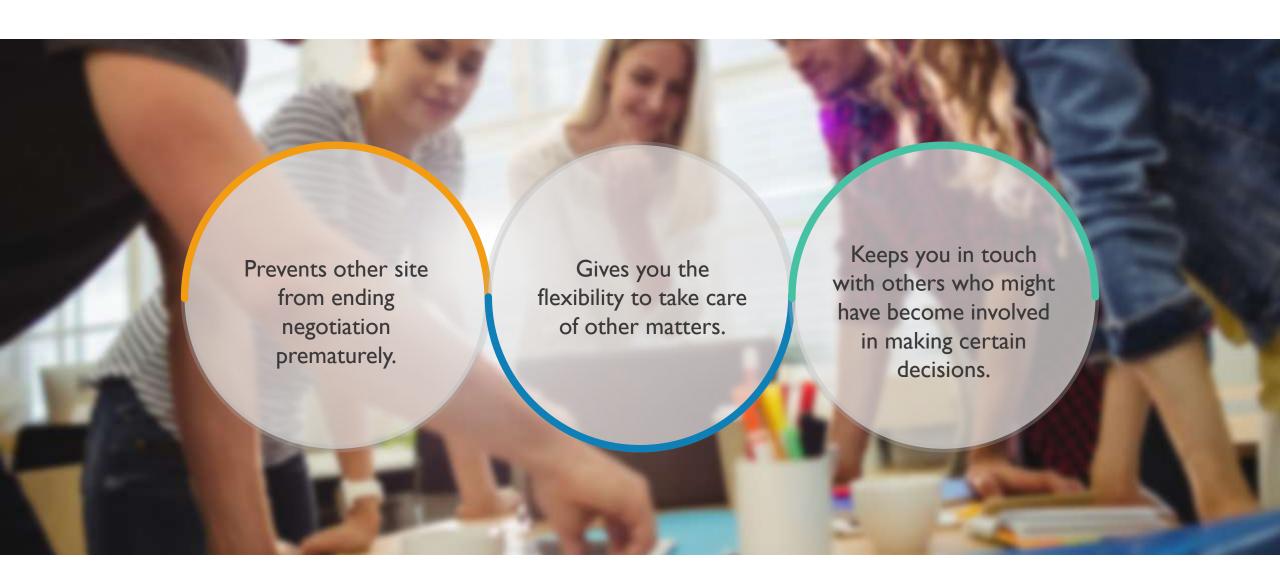Read the situation to properly determine the correct way of communicating.

CONE – Good Humor

Be enjoyable to be around (when at all possible).

Allow your opponent to feel as though he/she is actually dealing with a personal friend.

The closer an opponent feels to you, the more likely they are to accommodate your demands.

Advantages of Your Site

Prevents other site from ending negotiation prematurely.

Gives you the flexibility to take care of other matters.

Keeps you in touch with others who might have become involved in making certain decisions.

Ready
Set
Present

Number of Participants:

The number of participants is important because it causes a disadvantage if one group is outnumbered.

4

Ready
Set
Present