

NEGOTIATION TECHNIQUES

In order to improve the chance for a successful negotiation, INQUIRE, INQUIRE of the other side. Ask his point of view. Ask what are his perspectives. Ask what issues are important to him. Ask what are the facts upon which he relies to support his position.

Another technique to improve negotiation performance is ask yourself 4 questions:

1. What is the problem?
2. What do I do or not do to keep the problem in existence?
3. What would be threatening to me if this situation changed?
4. What is the minimal thing I can do to initiate some change?

There is a cause/effect reaction that takes place in every negotiation. A conversation can spiral upward or downward. These word point/counterpoints in conversations are called adjacency pairs.

I say you are	You say I am
• Impractical	too rigid
• Stubborn	too frivolous
• Cheap	spendthrift
• Mean	hurtful
• Unfair	uncaring

Another technique to get out of a difficult or stalled conversation is reflective inquiry: **WHAT AM I THINKING/ WHAT IS HE OR SHE THINKING? Try to put yourself in the other person's position.**

* Another technique to defuse a difficult conversation is to ask: What is it that I do that contributes to the situation? What can I do differently?

Another technique is to do a surprising thing. Do a non-traditional thing to jolt you and the other person out of your stalled frames of reference.

Always inquire into the perspective, the point of view, of the other. In doing these things be creative and use your imagination.