

The Negotiation Process

The negotiation process is described as 10 clear steps:

1. Forming a bond
2. Separating the person from the problem
3. Identifying needs, wants, and interests of self
4. Identifying needs, wants and interests of other person(s)
5. Using focused dialogue
6. Crating a goal and finding common goals
7. Finding options, generating proposals, and making concessions
8. Bargaining for mutual benefit
9. Coming to an agreement
10. Ending or continuing the relationship on a positive note

Taking a positive approach to negotiation:

Successful negotiation requires a goal-oriented strategy. To build your negotiation strategy, you must have the proper foundation—and the proper attitude. That includes the following:

- Show respect for the other party
- Have a win-win mentality
- Develop patience and timing
- Avoid “fighting” with your opponent

Five clear steps of breakthrough negotiation:

Five clear steps of breakthrough negotiation that will help to ensure that the outcome of any dialogue is satisfactory.

1. ***Do not react to provocations.*** Step away from the scene, calm down, and carefully plan your response. Do not respond automatically, because most automatic responses are negative and may escalate the situation further.
2. ***Step around obstacles, do not walk right into them.*** Use active listening to defuse negative feelings, and use “I messages” to express your feelings. Agree whenever you can, but stand up for your principles as well.
3. ***Ask people “Why?” “Why not?” or “How is that fair?”*** Try to move people involved in a conflict away from positional bargaining toward principled negotiation.
4. ***Make it easy for your opponent to agree.*** Make the offer as attractive as possible.
5. ***“Bring them to their senses, not their knees.”*** Respect will work better than humiliation.

Apply the Law of Reciprocity and Concession Making: Unfortunately, many people often view making concessions as a sign of weakness. However, applying the law of reciprocity actually allows greater control over the conversation and enables anyone to exhibit leadership.

The more we are able to explain the reasons behind why we are asking for something to be done, the more empathetic and sympathetic people will be to our needs. People are best able to follow a leader when a clear picture of an end goal is communicated; in other words, we need to “paint the picture of an uplifting future.”