

Negotiation Basics



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Negotiation – it's hard



Approach to negotiations (and difficult conversations)



Preparing for a negotiation



Negotiation Framework



Commitment

Case Study

To maximize your learning during this webinar, have a negotiation in mind (past or present). It will be your case study.

I will invite volunteers to speak about their negotiation.



NO DIFFICULT CONVERSATIONS

Only conversations that we don't know how to have.

Disagreement – a different
of opinion



Scarcity – some limitation
on resources – creating
interdependence

Disputed Property Rights --
who has the right or
authority to make the
decision

The conditions

If you can remove one of
these elements, you no
longer have a negotiation.



WHEN WE DON'T
KNOW HOW



Denial

Avoidance





Surrender



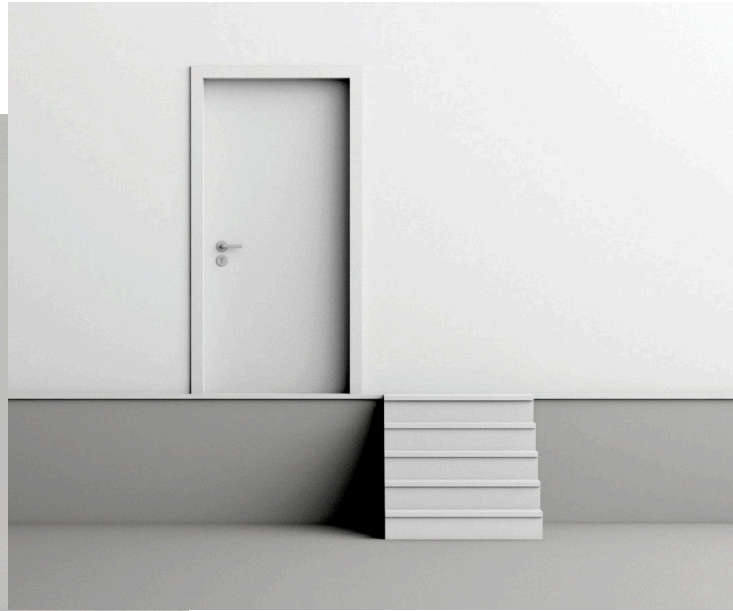
Domination



Escalation



Majority



Compromise

Now that's amazing...

Wait, how come my toes
are wet?

Why are these ineffective?

- Assumes solutions are limited and all possible solutions are known.
- Either one party “wins” or everyone “loses” with some middle of the road, lesser solution.
- Over the long term, these approaches:
 - festers resentment
 - loss of trust
 - discourage engagement
- **YOU(WE) can do better!**





Shift Your Thinking

WIN-WIN

Mutual Learning

Discover Options

Preparing

- What are your needs and desires?
- Are you committed to creating a mutually beneficial agreement?
- What mutual learning might occur?
- What is the best environment (time & place) for the conversation?
- Professional negotiators spend > 10 hours preparing





BATNA

Best Alternative To A
Negotiated Agreement

Can you improve your
BATNA?

What is the BATNA of the
others?

Tips From the Pro's

- Reframe Anxiety as Excitement
- Anchor with a draft Agreement
- Draw on the power of silence
- Ask for Advice
- Put a fair offer to the test with binding arbitration
- Maximize the success of both parties
- To shift the biases against women, frame your argument as a cause
- Thinking longer term vs short term

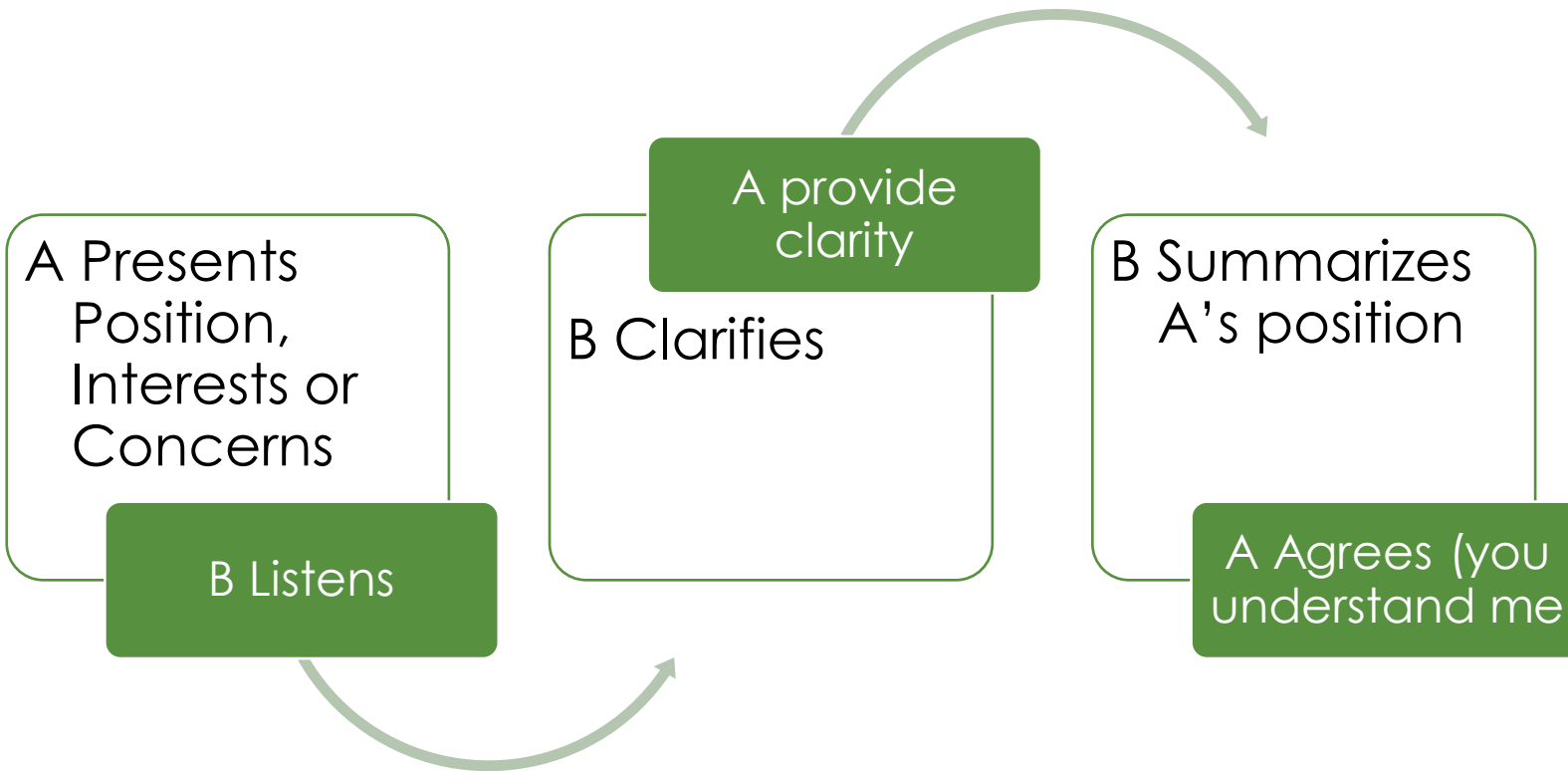


Negotiation Process

Step 1: Clarify The Process for the Parties

1. B understands A's position and interests
2. A understands B's position and interests.
3. Discuss Options and Alternatives
(Brainstorm solutions)
4. Select mutually beneficial outcome and
commit





Negotiation: Step 2 & 3

Understand each others position

Spend the time to really understand the thinking of the other person.

Switch roles – B states position, and A summarizes B's position.



Step 4: Brainstorm

How many alternative solutions might you create?

Which ones meet the interests of both parties?



Select the Best Agreement

Restate the agreement so each party understands and clarify any uncertainties.



Finalizing the commitment

What each party understand what is being asked of them?

Do we both have the skills and resources?

Are we both willing to be held accountable?

What might interfere in completing the agreement?



Evaluate & Learn

What worked well?

What did you learn?

What could make it even better next time?



Celebrate



Questions?