



# Surviving Partnerships:

## Practical Negotiation Skills

ASPECT Conference – November 3, 2011  
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[www.theneutralzone.ca](http://www.theneutralzone.ca)



# Agenda

- Warm-up: Objectives
- The 5 Conflict Styles
- The 4 Stages
- 4 Negotiation Skills & 4 Critical Ones
- 2 Key Strategies
- What to do when nothing else works
- Summary & Wrap-up

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for handout summary

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Do you want to be right  
or  
do you want to be happy?

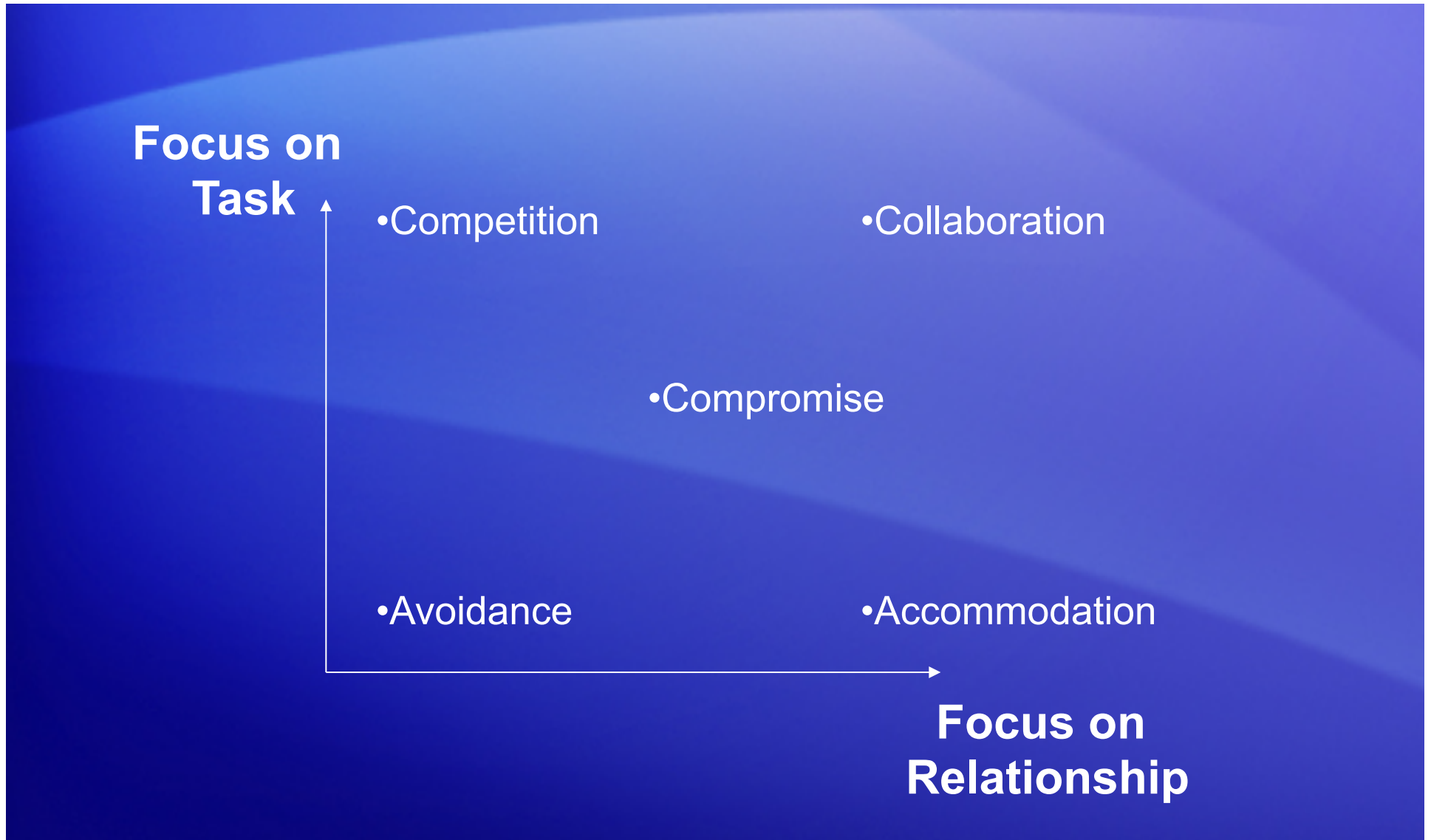


# Negotiation defined:

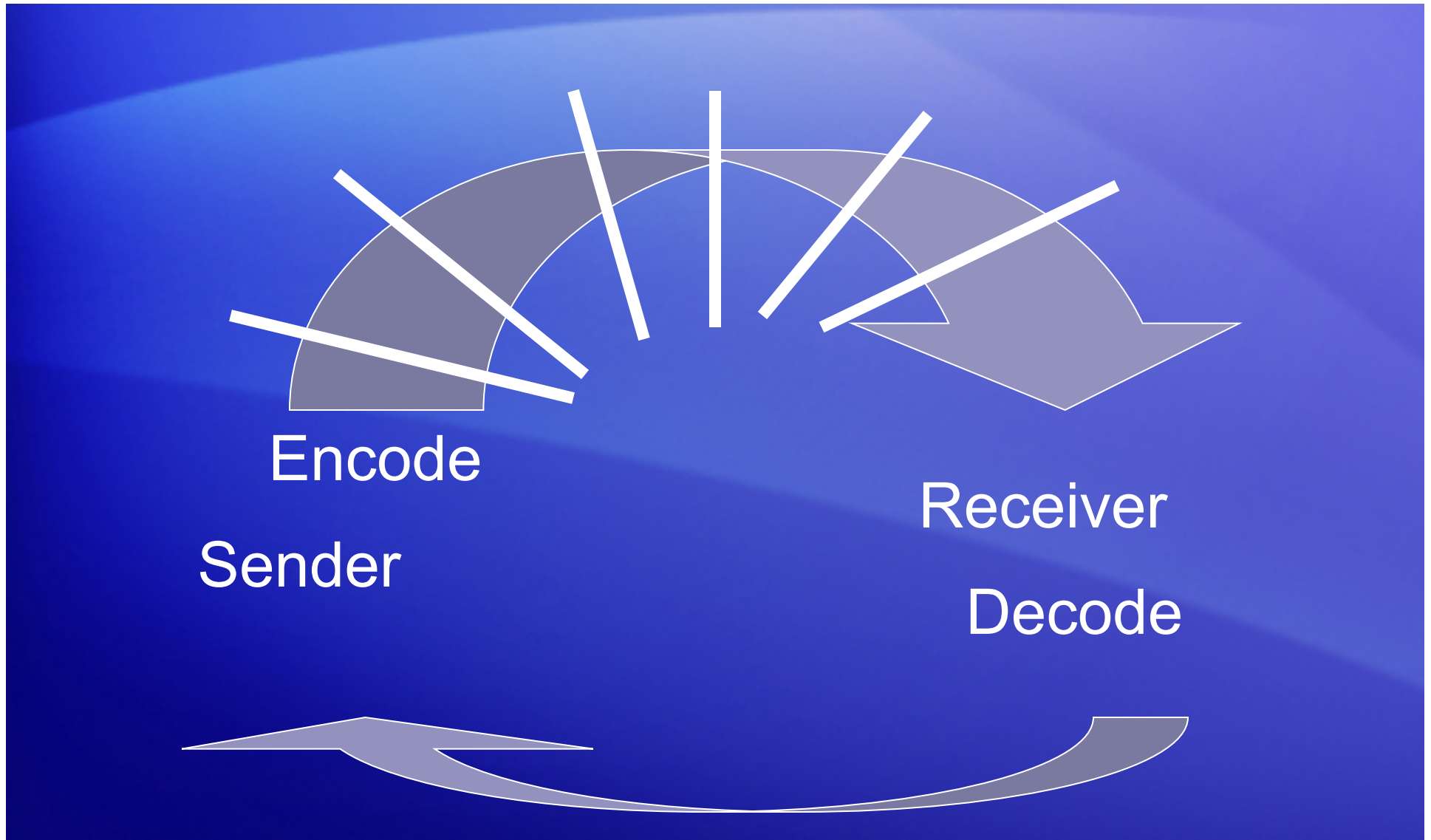
- To obtain or bring about by discussion
- To find a way over or through
- Communication aimed at reaching an understanding



# Focus is on...



# Communication



# The 4 Critical Skills



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# 4 Basic Communication Skills

1. Paraphrasing
2. Reflecting
3. Summarizing
4. Non-verbals/tone



# Communication Forms

- Body Language up to 65%
- Tone up to 28%
- Words as little as 7%



# 4 Expert Communication Skills

1. Acknowledging
2. Open-Questioning
3. Framing
4. Re-framing

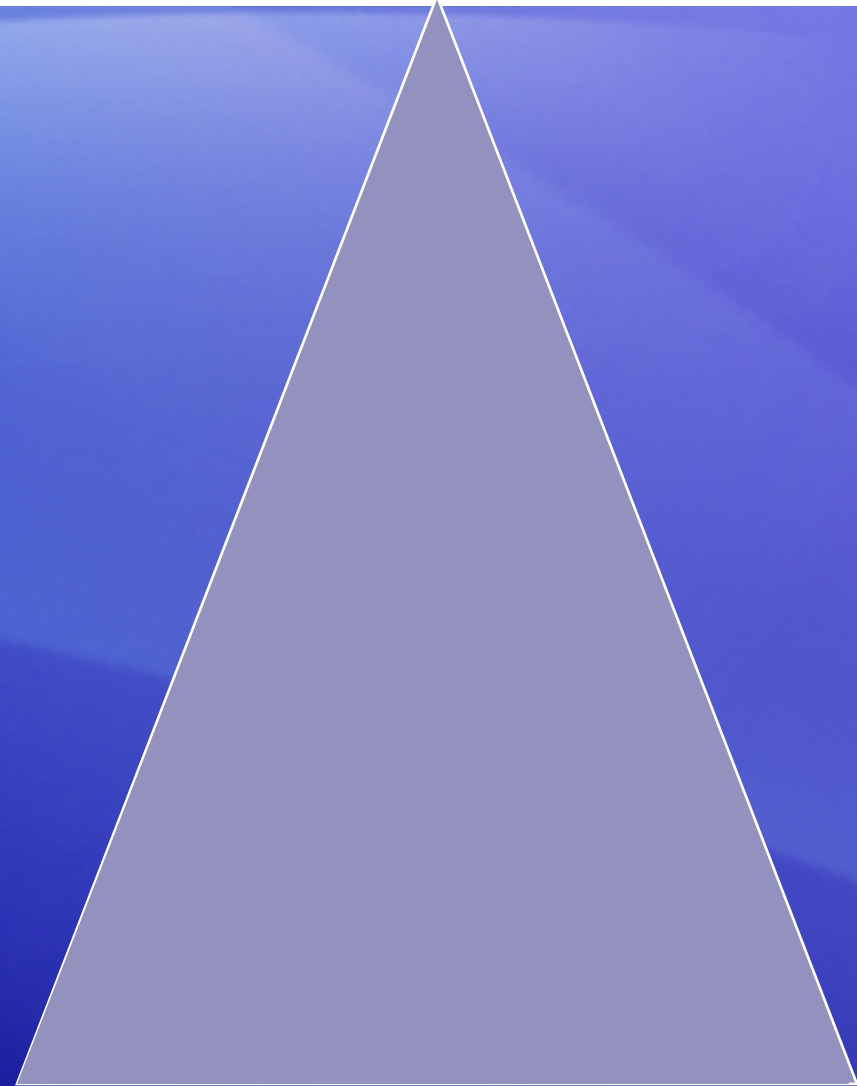


# Framing & Reframing: Positions & Interests

Issue

Position

INTERESTS



# Positions, Issues & Interests

## **Issue:**

The neutral subject matter to be discussed & decided upon

## **Position:**

My preferred outcome to a problem

Usually self-serving

Usually met with a counter-position

## **Interests:**

Why I want that outcome

My needs and wants relative to the issue



# Interest-based Negotiation 101

- Preparation
- Negotiation:
  1. Set the framework and establishing a collaborative atmosphere
  2. Clarify the issues
  3. Explore interests & build understanding
  4. Build an agreement



# 2 Tools



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# CHEAP VIEW Method

**C** oncerns

**H** opes

**E** xpectations

**A** ssumptions

**P** riorities

**V** alues

**I** mpacts

**E** motions

**W** orries



# The DEAR Method of Resolving Issues:

- **D** escribe specifically what saw/heard
- **E** xplain the impacts
- **A** sk for their point of view & listen
- **R** equest options for the future



# Zingers: When Nothing Else Works...

Value naming

Fogging & Anti-fogging

Discrepancy  
Confrontation

Negative questions

Boundary Setting

Passing

Piloting

Blame reframing



Read the book!

Foot-in-the-door

Door-in-the-face

Echo/Broken record



# Summary: 6 Tips for Partnership Thriving

1. Know your style and flex
2. Stay curious
3. Refuse bait
4. Reduce filters
5. Focus on interests
6. Use the 4 Skills & 2 Tools



# Thanks for participating!

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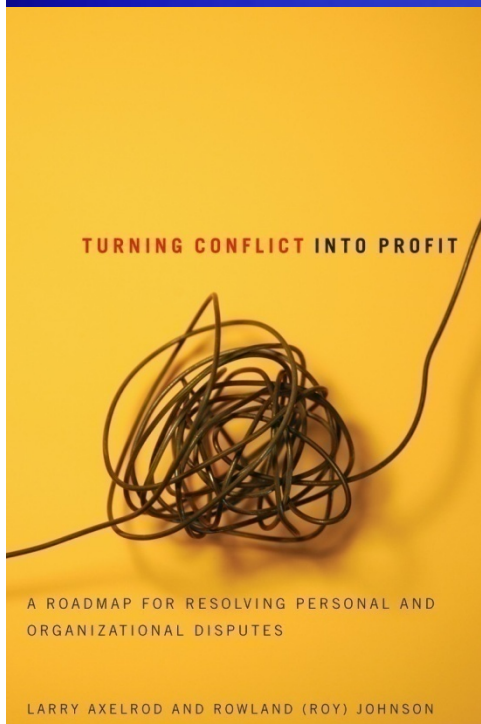
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