



Negotiation Skills

Diana Hawk

Representation and Campaigns

UCLU

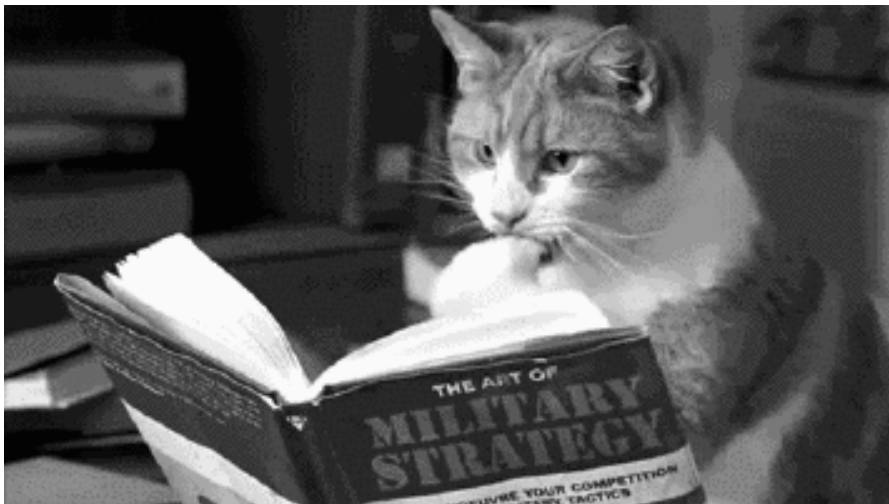
Learning Objectives

- To understand key negotiation techniques
- To better equip you in preparing for meetings where you are seeking an agreement

Preparation

Prepare for the negotiation by doing some research:

- What do you know about the issue and the decision makers?
- Understand their interests





Hmmm...

Positions

INTERESTS

If only he'd look down here!



Sigh

@JonnyGunnin
© 2014-2016

	Department	Students
Position	No circulation of slides to students	Department must circulate notes or appear to be unhelpful
Interests	Retain confidentiality on research	To better understand the teaching material

- Define your Most Desired Outcome- this is your best case scenario and more aligned with your ‘wants’



- Define your Least Acceptable Outcome- this what you’d be happy with as a minimum and is more aligned to your ‘needs’



During the meeting



- Frame, using neutral language;
- Move from positions to interests;
- Outline your shared interests.

Activity: Choose a scenario

- You and fellow students have 3 lectures in a row on a Thursday and are finding it very difficult.
- Module difficult: lecturers have assumed a higher level of mathematical knowledge than students actually have.
- Printing costs: Lecturers are expecting you to print out materials and bring them to the lecture. This is proving very costly.

Tips:

- Paraphrase/Reflective listening
- Stress words like 'we' 'us' together'
- Focus on solutions
- Restate the agreement /
get it in writing
- Be clear about advantages to them and to you
- Applaud concessions



If they defend their position forcefully or won't budge, you could:

- Partially agree
- Ask them to elaborate
- Refer back to their interests
- Ask what would an ideal be like?
- Discuss symptoms of the problem
- Ask more questions rather than making statements





If they attack your ideas, you could:

- Invite their criticism
- Ask for their advice
- Move slowly, be specific about implementation
- Resist the urge to be defensive!
- Discuss what is disliked

A sepia-toned photograph of a grand classical building with many tall columns. The word "Questions?" is overlaid in large black text. The building features a series of tall, fluted columns supporting a pedimented roof. In the foreground, there are some trees and a low wall. The overall tone is historical and academic.

Questions?