

Winning Negotiations



There's an art to getting the best outcome from negotiations. It involves knowing:

- When to listen
- When to speak
- When to push back.

Negotiating isn't about *imposing* our needs or ideas; we're there to have a discussion that moves towards a 'win-win'. This is the best-case scenario and can apply to informal negotiations made on the fly, or more formal negotiations.



SIX STAGES OF A SUCCESSFUL NEGOTIATION

Going through the six stages helps us guide a negotiation from discussion to resolution. It also encourages more constructive discussion and debates in the workplace, as people feel more respected and listened to.



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| <p>1</p> <p>Preparation
knowing the client/situation, gathering all the facts.</p> | <p>2</p> <p>Discussion
deep listening, questioning, providing relevant facts and examples.</p> | <p>3</p> <p>Clarification of goals
decide on goals, interests, and viewpoints of both parties.</p> | <p>4</p> <p>Negotiate
towards a 'win-win' outcome (can mutually agreeable compromises be made if required?)</p> | <p>5</p> <p>Agreement
final decisions after resolution of issues.</p> | <p>6</p> <p>Implementation
of a course of action (clear set of actions going forward).</p> |
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TIPS FOR NEGOTIATION

- 1 Establish rapport.** This helps create trust and build a relationship.
- 2 Consider your biases.** Be careful about any bias and preconceived ideas you're taking into negotiations.
- 3 Use open, neutral or probing questions.**
For example: "I can see how you've arrived at this decision, but have you considered xxx?"
- 4 Actively listen.** Show you're listening by using language like, "it seems like you're saying xxx."
- 5 Avoid focusing on yourself.** Remember, you're there to listen too. It's tempting to just think about what you'll say next.
- 6 Practise using the six stages.** Even in informal negotiations, these steps help us achieve 'win-win' outcomes at work and at home.
- 7 Be assertive, not aggressive.** Practising assertiveness allows us to be firm while respecting the other person and their argument. Aggression, on the other hand, destroys connection and blocks the pathway to a 'win-win'.

REFLECT ON PAST NEGOTIATIONS

Think back to your most recent formal negotiation.

- 1 What was your intention?**
- 2 What was the outcome of the negotiation?**
- 3 How could the six stages have helped you reach a different outcome?**