

Negotiation Skills and Conflict Resolution

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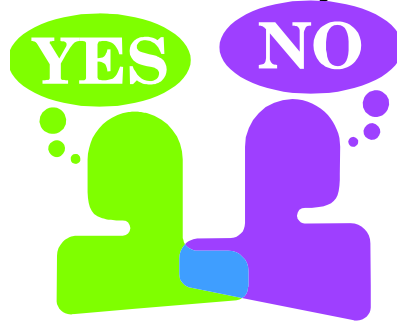
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With credit to Don Schlitz

- ... “the secret to survivin'
Is knowin' what to throw away and knowing what to keep”
- “If you're gonna play the game, boy, ya gotta learn to play it right”
- “I've made my life out of readin' people's faces,
And knowin' what their cards were by the way they held their eyes”

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- “You got to know when to hold 'em, know when to fold 'em,
Know when to walk away and know when to run.
You never count your money when you're sittin' at the table.
There'll be time enough for countin' when the dealin's done”

The Type of Negotiation May Determine the Method Used

There are no absolutes

1. There is no option - this is the only way to do something
 - In effect, there is no negotiation
 - May not be the most effective if you expect to have a continuing relationship with the other party(ies)
2. Whatever it takes to get the job done by employing sometimes distracting techniques or disrupting ordinary flows to get what you desire
 - Takes much preparation and skill to pull this one off
 - Also may not be the most effective if you expect to have a continuing relationship with the other party(ies)
3. Dealing with the issue honestly and openly

Successful Negotiations

Require a combination of knowledge, planning and action

- Know the situation intimately
- Review the situation objectively
- Evaluate what really matters
- Understand the issue(s), evaluate the risks

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- Evaluate what really matters
- Understand the issue(s), evaluate the risks
- Understand the interested parties and consider their motives, the impact on them and their expectations
- Clarify what you want to achieve and the risks of not implementing
- Know what you can live with / know what you are willing to concede
- Plan, Plan, Plan
- Do not be afraid to call in the “big guns”, but be sure you know what you are asking for
- Evaluate when you may need to disengage and regroup, if it could become necessary
- Meet, with possibility of additional meetings



At the Negotiating Table

- Listen
- Evaluate
 - Where are the commonalities?
 - Where are the differences?
 - How can we minimise the differences without increasing risk?
- Come to a solution with which all can live. Unlikely that each party will get everything they want, and...
 - Resolution may take more than 1 meeting
 - Good negotiators may find the person(s) with whom they are negotiating are not prepared, which can require the negotiator to step in to assist

Preparation

- Have a script / outline
- Time spent may depend on the outcome's perceived value
- Practice!
 - Negotiation is a Skill, not a behaviour

Preparation

- Plan a sample Negotiation
 - After having reviewed resources and their allocation, negotiate for changes

- Debrief

Questions / Contact Details



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