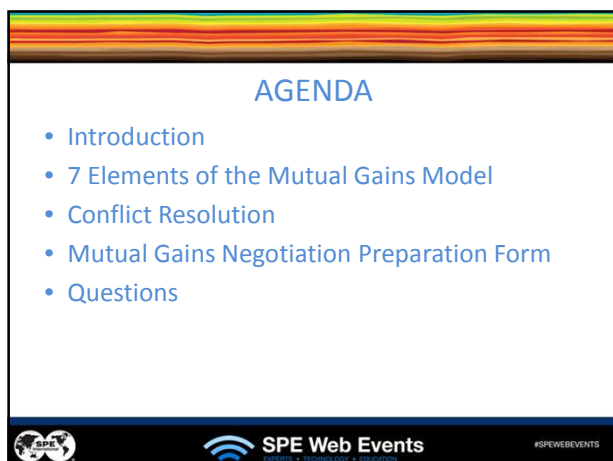
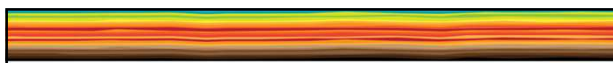










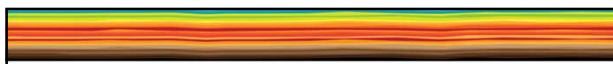
Polling question 1: Where are you located?

- A. North America (US & Canada)
- B. Latin America
- C. Europe & Russia
- D. Middle East & Africa
- E. Asia Pacific (including Australia)









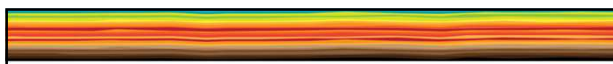
Polling question 2: Which negotiations are most common for you (pick 2)?

- A. With colleagues (in my organization)
- B. With clients (outside my organization)
- C. With my employees
- D. With my boss(es)
- E. With suppliers/ providers (for my organization)
- F. With family and friends









Polling question: Have you had success with implementing a "win-win" approach to negotiation?

- A. Yes, always!
- B. Only in very limited circumstances.
- C. No, that approach has never really worked for me.
- D. I haven't heard of it or I've never tried it.







Mutual Gains Negotiation Model

1. Separate **INTERESTS** from positions.
2. Explore **BATNAS (ALTERNATIVES)**.
3. Create mutually beneficial **OPTIONS**.
4. Increase legitimacy and persuasion with **OBJECTIVE STANDARDS**.
5. Improve **COMMUNICATION** and the **RELATIONSHIP**.
(Separate the person from the problem).
6. Design clear **COMMITMENTS**.

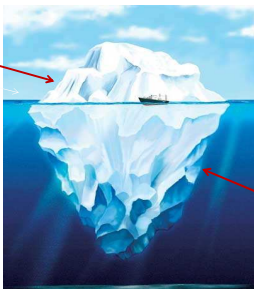
—Adapted from Getting To Yes by R. Fisher, W. Ury & B. Patton



#SPEWEBEVENTS

POSITIONS vs. INTERESTS

POSITIONS
What we say we want
10%

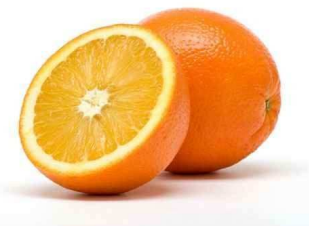


INTERESTS
What we really need
90%



#SPEWEBEVENTS

INTERESTS





#SPEWEBEVENTS

BATNA (ALTERNATIVES)

**Best
Alternative
To a
Negotiated
Agreement**





#SPEWEBEVENTS

OPTIONS





#SPEWEBEVENTS

OPTIONS vs. BATNAS

OPTIONS

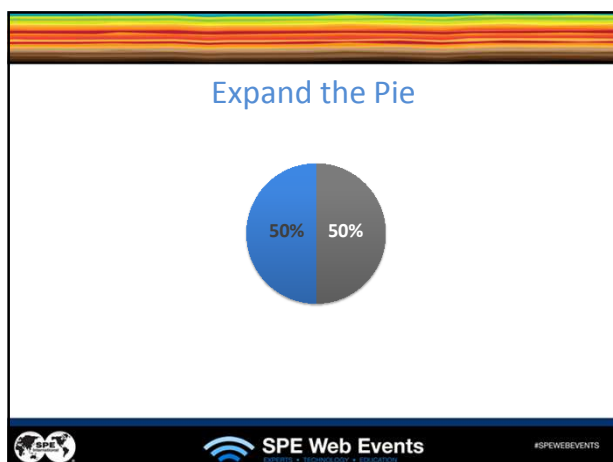


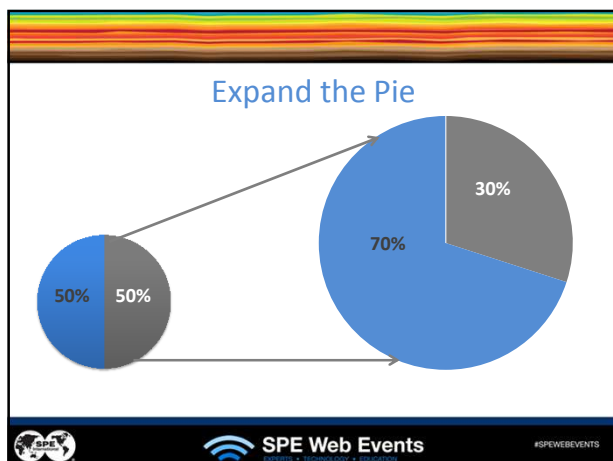
BATNAS





#SPEWEBEVENTS





OBJECTIVE STANDARDS

- Market Analysis
- Professional Standards
- Scientific Consensus
- Legal Precedent
- Standard Operating Procedure

A magnifying glass over a line graph and a document titled "Policies and Procedures Revised edition".

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Polling question: Which type of negotiation is most difficult for you?

- A. External (with clients and providers outside my organization)
- B. Internal (with colleagues, employees or management within my organization)

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RELATIONSHIP

Separate the person from the problem



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COMMUNICATION



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COMMITMENTS

Comprehensive, self-executing & realistic



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Conflict Resolution



Don't React!

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Key to Conflict Resolution?

Effective Communication ⇔ Active Listening



Active Listening

- Paraphrase
- Ask open-ended questions
- Find a point of agreement
- Avoid **“but”**, use **“and”**
- Reflect the person’s emotions
- Use open body language

– Adapted from W. Ury, [Getting Past No](#)



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Paraphrase

- “What I hear you saying is...”
- “If I understand you correctly...”

– Adapted from W. Ury, [Getting Past No](#)



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Ask Open-Ended Questions

- Ask...
 - Who?
 - What?
 - When?
 - Where?
 - Why?
 - How?
- “Tell me more about that....”

– Adapted from W. Ury, [Getting Past No](#)



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Find Points of Agreement

- Find a point of agreement
 - "I agree that this problem needs to be solved quickly."
- Avoid **"but"**, use **"and"**

— Adapted from W. Ury, [Getting Past No](#)

#SPEWEBEVENTS



Reflect the person's emotions

- "I understand how that would make you feel..."
 - Angry
 - Frustrated
 - Upset

— Adapted from W. Ury, [Getting Past No](#)

#SPEWEBEVENTS



Use open body language

- Maintain eye contact
- Nod
- Lean in
- Use open body language
- Avoid crossed arms

— Adapted from W. Ury, [Getting Past No](#)

#SPEWEBEVENTS

Negotiation Preparation Form

Mutual Goals Model Negotiation Preparation Form	
My Side Name: _____ Title: _____ Company: _____ Phone: _____ Email: _____ What are your interests? _____ What are your concerns? _____ What are your goals? _____	Other Side Name: _____ Title: _____ Company: _____ Phone: _____ Email: _____ What are their interests? _____ What are their concerns? _____ What are their goals? _____

#SPEWEBEVENTS

Bonus Polling question:
Who should make the first offer in a negotiation??

A. My side

B. The other side

#SPEWEBEVENTS

What questions do you have for me?

#SPEWEBEVENTS
