

How to Negotiate

Set the agenda - Identify the conflict that you are trying to resolve.

Establish your goals - Know what you want to accomplish or the outcome that you wish to have when the negotiations are completed.

Know your wants and needs - There is a difference between what you want and what you need. Negotiate to meet your needs, not your wants.

Do not confuse your goals with the issues - Goals are what you want to accomplish or the outcome that you wish to have. Issues are differences that arise during the course of the negotiations.

Know your emotions - Emotions drive many of our decisions. Identify the emotions that are important to you, especially identify your fears.

Mutual protection is better than mutual destruction - Negotiate to find a solution that will benefit all parties.

Say “and” not “but” - The word “and” ties people together. “But” holds people apart.

Relationships are important - Do not destroy the relationship that you have with the other party involved in the conflict in order to accomplish your goal.

Avoid trying to exercise power or controlling the process of negotiations - Recognize the needs of the other parties involved in the conflict.

Do not stereotype - Recognize people for who they really are, not who you think they are.

Do not bargain against yourself - Wait for a response from the other parties involved in the conflict. Use the process of negotiations as a learning process.

Know how to bargain - What you bargain for is important, but how you bargain for it is more important.

Identity interference - Know what it is that interferes with you meeting your needs.

Seek a settlement - Respond in such a way as to meet your needs and goals. Do not respond in kind.

Be proactive, not reactive - Do not wait for the other party to take the lead in seeking a solution, make a proposal.

Be flexible - Be willing to “give” in order to “get”.

Synthesize - Comprise can be an unacceptable word to some parties, synthesize a solution.

Impasse - An impasse may be the solution to the conflict. Agree to disagree. Do not agree to be disagreeable.

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CONFLICT RESOLUTION

Conflict is not a disagreement between two or more parties. A disagreement is a difference of opinion that is unusually calm and restrained. Conflict is a difference between two or more parties that is characterized by:

- Tension
- Mistrust
- Poor communications
- Intense emotions
- Unclear goals

Conflict tends to polarize and paralyze the parties involved.

Conflict is normal. Conflict is neither harmful nor destructive. Our reaction to conflict that can be harmful or destructive

Conflict can arise from a variety of sources including:

- Poor communication
- Differences in attitudes
- Differences in beliefs
- Differences in expectations
- Lack of effective leadership
- Lack of effective decision making
- Confusion over roles
- Confusion about performance measures
- Low productivity
- Change
- Unresolved prior conflicts.

In order to resolve any conflict the parties involved in the conflict must come to some mutually agreeable solution.

Negotiation is the process by which a conflict is resolved in a mutually agreeable manner.

SOCS Problem Solving Model

Situation Define the situation from many perspectives.

Does the situation have:

A financial perspective?

A social perspective?

A Legal perspective?

An emotional perspective?

A personal perspective?

A family perspective?

A religious perspective?

A community perspective?

Does the situation affect your personal goals?

Does the situation affect your business goals

Does the situation affect the mission of the business?

What are the moral implications of the situation?

Options

It is necessary to explore at least two options.

Do not create an option that becomes the immediate solution.

Do not reject any option.

Be non-judgmental.

Consequences

List the positive and negative consequences associated with that option.

Solution

Select the option that has the most positive and least negative consequences both in terms of quality and quantity.