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Conflicts & Negotiations



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Rules of principled negotiation strategy

- 1. People:** *Separate the People from the Problem*
- 2. Interests:** *Focus on Interests, not on positions.*
- 3. Possible solutions:** *Generate Options for mutual gain*
- 4. Criteria:** *Insist on Using Objective Criteria*

Interests → Issues & positions

- **Issues (What?)**
 - What do we negotiate?
 - What are the concerns?
 - What are the topics to discuss?
- **Positions (How?)**
 - How do you want to solve these issues?
 - How do you want to end up?
 - What are your suggestions / propositions?
- **Interests (needs) (Why? / Why not?)**
 - Why do you need this kind of solution?
 - What are the needs of the parties?
 - What do you really need?

Develop options for mutual gain

Develop multiple options.

Multiple - like in a brainstorming procedure.

Perhaps there are solutions that are completely indifferent to you. Place them explicitly on the table. If your partner chooses one of them, then it would tell you more about their interests.

Try to:

- separate the process of finding from evaluating options
- look for benefits for everybody

Insist on objective Criteria

Find out some mutually acknowledged criteria and standard:

- Be open for arguments that are based on reasonable criteria
- Never yield to pressure, only to sensible principle.

What could be a criterion?

- Market Value
- Precedent
- Scientific Judgment
- Professional Standards
- Efficiency
- Costs
- What a court would decide
- Moral standards
- Equal treatment

Fair Procedures

- “I cut, you choose”.
- Applied in a divorce: Agree on visitation rights before agreeing on custody.
- Taking turns
- Drawing lots
- Let 3rd party decide

Game - GrainaWings



- Find your pair
- Preparation: 10 minutes
- Negotiation: 25 minutes
- Come back here before: **XX:XX**

Negotiating with difficult partner

- Don't react to provocations
- Step around obstacles, don't walk right into them
- Ask people "why?" "why not?" or "how is that fair?"
- Make it easy for the opponent to agree
- Make it hard for them to walk away
- Take care of the triangle of satisfaction

Big Game – Goint Postal



- *In teams*
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Bird's eye view



Constituents



Preparations

Agents,
intermediaries



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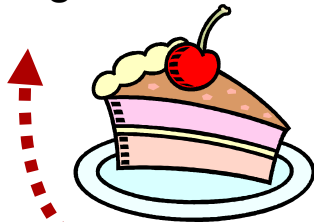
Communication



2nd party

Skills:

- Adding value
- Claiming value



Feedback
Knowledge
Experience

Relations

