

Negotiation Model



If someone approaches you with an issue...

Calm Yourself

“I can’t talk right now, but I’d like to in an hour.”

Vent to someone not involved with the issue.

Do the things that help you regain control of your emotions.

Listen

- . Reflect what the other person has said to build connection and understanding.
- . Seek and highlight commonalities.
- . Summarize/highlight the main ideas you’ve heard



Tell

- . Explain your reaction in a way that keeps you connected.
- . Share your needs/goals regarding the issue.
- . Use an I-message if you need help finding the right words.

Brainstorm

“How can we [*other person’s goal*] , while at the same time [*your goal*]?”

Be creative.

Think of as many options as possible.

Suggest options that work for both of you.

If you must approach someone with an issue...



Calm Yourself

“I can’t talk right now, but I’d like to in an hour.”

Vent to someone not involved with the issue.

Do the things that help you regain control of your emotions.

Tell

- . Clearly express your need/issue.
- . Explain your reaction to their thoughts in a way that keeps you connected.
- . Use an I-message if you need help finding the right words.



Listen

- . Reflect what the other person has said to build connection and understanding.
- . Seek and highlight commonalities.
- . Summarize/highlight the main ideas you’ve heard

Brainstorm

“How can we [*other person’s goal*] , while at the same time [*your goal*]?”

Be creative.

Think of as many options as possible.

Suggest options that work for both of you.

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MEDIATION

PART 1:

Calm Environment.
Ask 1st Person what the issues are.
Reflect.
Ask 2nd Person what the issues are.
Reflect.
Summarize the problem.



PROBLEM

PART 1:

Calm Environment.
Tell your issues.
Listen to 2nd Person's response.
Reflect.
Summarize the problem.



PART 2:

Brainstorm ideas for addressing the issues.
Select best ideas.
Make sure they are realistic and doable.
Set timelines.
Backup plan.



SOLUTION

PART 2:

Brainstorm ideas for addressing the issues.
Select best ideas.
Make sure they are realistic and doable.
Set timelines.
Backup plan.



POSITION VS. INTEREST

Position = What you want

Interest = Why you want it

We're all familiar with a position in a conflict...

"If you can't do the job, I'll get someone who can."

"That's the last straw. Either you live by our rules or you don't live here at all!"

Positions often reflect entrenched viewpoints from frustrated people.

Are they useful?

Sometimes, but not in an integrative negotiation where we're looking for winners on both sides. Often it causes the other party to become equally entrenched and demanding and the two parties spend all their time trying to bend the other person to their will.

In many cases, a position merely reflects the surface issue, thus setting up the possibility that the two will become combatants again if the deeper issues are not addressed.

What to do to escape POSITIONS?

Focus in interests instead.

What are INTERESTS?

Interests are at the root of the problem. They are the needs, concerns, hopes, or fears the person is seeking to fulfill by taking a position.

In the examples above the interests might be as follows:

"I'm worried we are not going to make our project deadline."

"I'm concerned that you are going to get in trouble when you stay out so late."

Interests center around some basic issues like trust, insecurity, respect, fear, etc.

Why are interests useful?

They give negotiators/mediators maneuvering room. If you understand someone's need, it puts you in a better position to fulfill it. This is keenly important in integrative negotiation because you're looking to fulfill the other parties' needs as well as your own. That's what creates win/win situations.

Characteristics of Positions and Interests

Positions

Emotional

"I hate you!"

Blaming

"You shouldn't have..."

Relinquish responsibility

"You have to do ___ to fix this."

Action-focused

"Stop doing that!"

No options

"The **only** thing that will satisfy me is..."

Interests

Thoughtful

"Let me cool off and collect my thoughts."

Non-blaming

This is hard for us both."

Accept responsibility

"I'd be willing to do ___ to help fix this."

Needs-focused

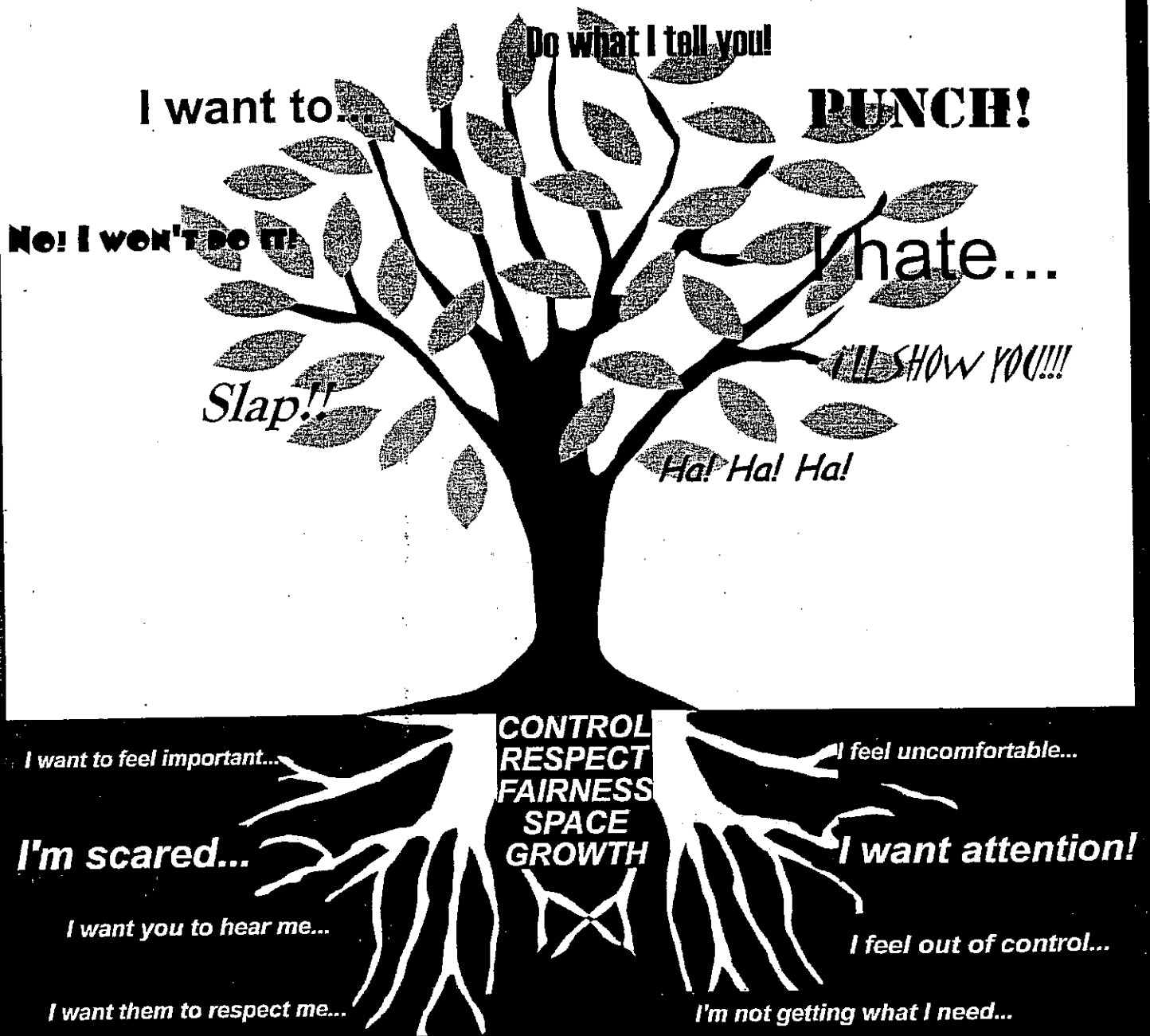
"Power (trust, respect, etc.) is important to me."

Depth-focused

"This is what it's really about."

POSITIONS

FEELINGS/THOUGHTS/ACTIONS



INTERESTS

NEEDS/IMPORTANT WANTS