

Negotiation Strategies

Promotes Resistance

- Mindreading
- Insulting the other person
- Making “you” statements
- Minimizing the other’s feelings
- Tactless honesty
- Positional bargaining
- Making demands
- Refusing to keep the conversation confidential
- Refusing to accept responsibility for that which you are legitimately able to accept
- Ignoring areas of agreement
- Ignoring requests made by the other person that you really wouldn’t mind honoring
- Ignoring genuine offers made by the other person to address your concerns
- Interrupting when the other person is expressing anger
- Avoiding answering questions directly
- Responding “in-kind” to any of the above

Promotes Cooperation

- Listening, asking questions, giving the benefit of the doubt
- Speaking respectfully regardless of how the other speaks to you; making “I” statements; silence
- Making “I” statements
- Empathy for the other’s feelings
- Tactful honesty
- Interest-based bargaining
- Making requests
- Agreeing to keep the conversation confidential
- Being able to accept responsibility for that which you are legitimately able to accept
- Acknowledging areas of agreement
- Agreeing to the requests made by the other person that you really wouldn’t mind honoring
- Acknowledging genuine offers made by the other person to address your concerns
- Allowing the other person to express anger without interrupting
- Answering questions directly
- Any of the above (as appropriate)