



Negotiation Tips

What I need to know about...

Negotiation

Separate 'positions' from 'interests'

- What you want to happen can be called your 'interests'.
- How you want it to happen dictates the position you take.
- Try to focus on your interests not your positions.
- Your position may be that you want to be paid tomorrow. But in fact your interest is in being paid, full stop. Whether you receive 'payment' partly in money, partly in kind, partly in offset, your 'interest' (being paid) has been met even though your original 'position' (cash now) has not.

Separate the people from the problem

- Keep the parties' emotions out of the way during a negotiation.
- Negate emotions by building relationships right from the start and by ensuring accurate communication:
 - careful listening
 - positive, focused speaking
 - generally addressing the issues, rather than making judgment statements about the other party

Look for solutions involving mutual gain

- Separate what you are demanding of the other side from why you are asking for it.
- Explain your 'why' and ask the other side for their 'why', then ask how both of you can achieve your 'why'.

Keep an open mind

- Don't pre-judge the possible outcomes.
- Don't search for just one single answer.
- Remember, there are a number of solutions to any situation.
- Don't leave their problem to them – helping solve their problem will help to solve yours.

Use objective criteria to promote a fair result

- During negotiations, use objective criteria that bring standards of fairness, efficiency and scientific merit.
- There are many fair standards and procedures you can use, including:
 - market value,
 - existing precedents,

- professional standards,
- reciprocity,
- arbitration,
- taking turns, and
- drawing lots.

Develop a reasonable bottom line

- Knowing your bottom line (the point beyond which you will not go) and measuring the outcome of your negotiations against that bottom line helps you realistically assess how you should respond to other offers.
- Developing your bottom lines involves ensuring you are prepared to take the alternative actions if no agreement is reached.
- Judge every offer against your bottom line, but make sure it really is as far as you will go.

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