

# Cultural contexts

- Interactions between people do not take place in a vacuum
- They are embedded in contexts. 'Webs of meaning made and woven by humans'
- Negotiation models are culturally biased
- The context and background of negotiating parties have an immediate and tremendous impact on process and proceedings
- These cultural factors need to be integrated into the negotiation process in order to make negotiations effective

# Arm Wrestling Exercise



# Strategy

Compete

or

Cooperate?

Natural tendency is to compete.

However you should cooperate until there's a reason to compete.

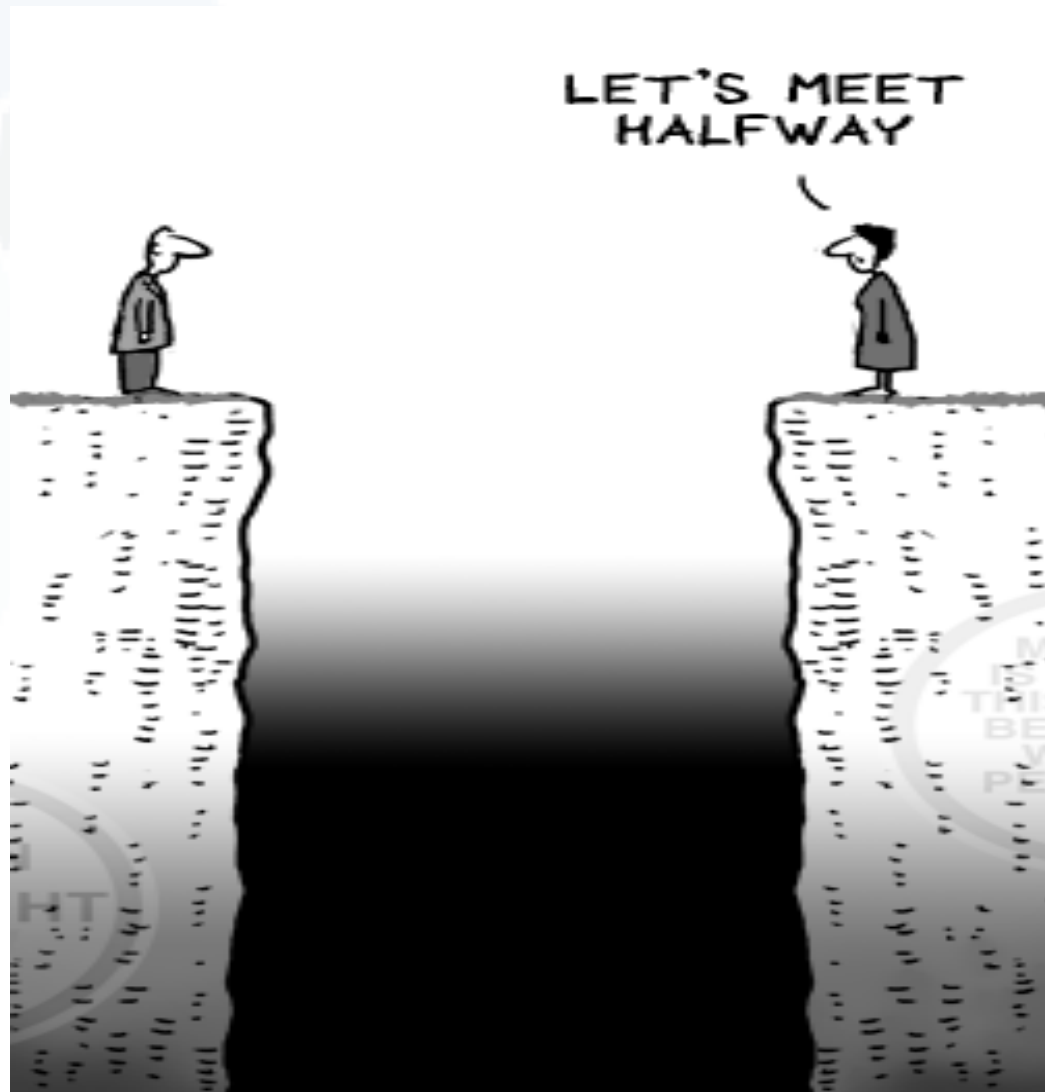
# OBJECTIVES

- **Dynamics reaching Consensus versus Compromise**
- **Models and instruments**
  - Harvard; Interests, Options & Alternatives
  - Natural planning model
- **Break**
- **- Effective listening exercises:**
  - Start with why
  - Open ended questions
- **- Conclusion and wrap-up**

# DEFINITIONS OF COMPROMISE

- goal is mutual concessions
- both sides agree they got the best deal they could
- start and end with what's best for me..based on self interest
- leads to individual, self interested action
- leads to hardening of positions and continued opposition
- is constructed, create agreements by mutual concessions
- succes = when each person is satisfied with the costs and benefits

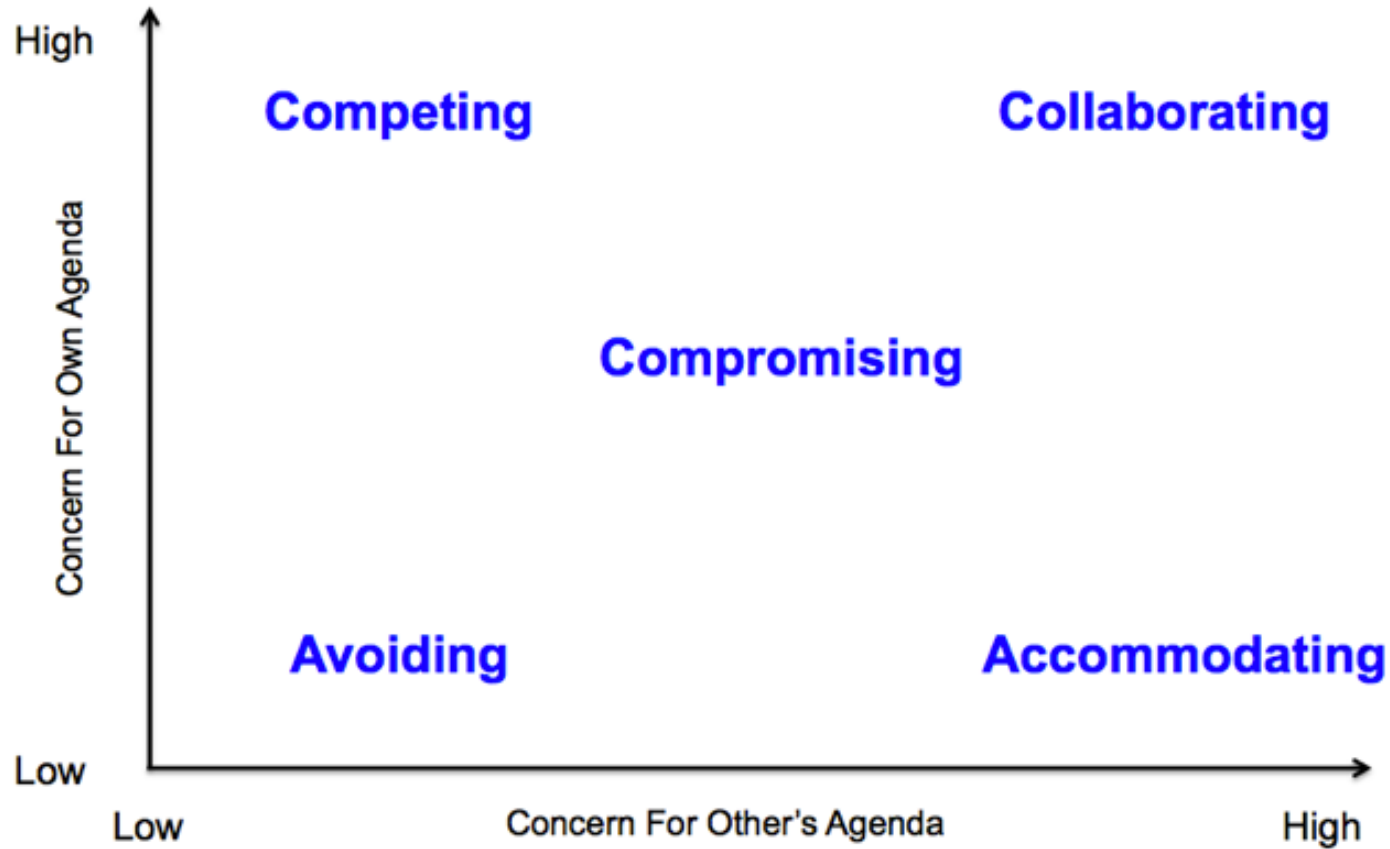
# COMPROMISE



# DEFINITIONS OF CONSENSUS

- goal is mutual agreement
- agree on actions and shared interests
- end with solidarity or conformity
- leads to unified/single homogeneous action
- leads to mutual understanding of differences
- is artificial, create solidarity in whatever way possible
- success = there is general agreement on what to do

# CONSENSUS

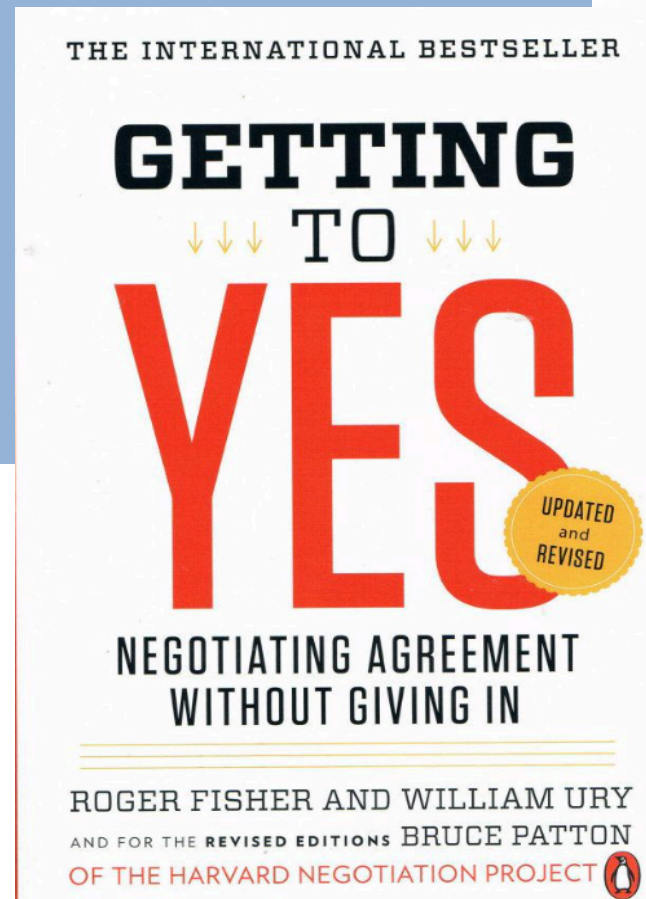




# NEGOTIATION 101

Negotiation begins by thinking about three basic concepts:

- Interests
- Options
- Alternatives



# Preparation

Most people only think about:

- what they want: a **Demand**, and take position in a negotiation.

They do not think about:

- why they want it: their **Need**, or **Interest**.

This makes negotiating difficult.

- Example: Mediation Israel - Palestine

# ALL SUMMED UP

- Interests help you think about options and alternatives,
- and negotiation is a search for an option that meets enough interests
- to leave both parties better off than their best alternatives.

# The 10 communication techniques in Negotiation

1. Labelling : *“it sounds /seems / looks like ....”*
2. Paraphrase : *the intention /intent /meaning*
3. Rephrasing: *saying the same with different words. (often actions)*
4. Summary : *checking if you got it right*
5. Calibrated Questions: *on a scale of 1 to 10, where are you now*
6. Mirroring : *Often non-verbally*
7. Effective Pauses :
8. “I” messages :
9. Encouragers “hmmm, yes, ok, .....
10. 3 + (repeat the 3 last words, 3 times):

Chris Voss US hostage negotiator