

## *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 any responsibility for things you legitimately could

Ignoring areas of agreement

Ignoring requests made by the other person that you really wouldn't mind doing

Ignoring genuine offers made by the other person to address your concerns

Interrupting when the other person when s/he is expressing anger

Avoiding answering questions directly

Responding "in-kind" to any of the above.

### **Promotes Cooperation**

Listening, asking questions, give 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

Accepting responsibility for what you legitimately can

Acknowledging areas of agreement

Agreeing the requests made by the other person that you really wouldn't mind doing

Acknowledging genuine offers made by the other person to address your concerns

Allowing the other person to express anger without interrupting

Answering direct questions directly

Any of the above (as appropriate)