

RETHINKING NEGOTIATION

Using Self-Awareness and Empathy to Get What You Want



STEPHANIE SMITH CONSULTING, LLC

April 10, 2019

Rethinking Negotiation

- Concepts
- A Framework
7 Elements of Negotiation
- Challenges and Tips



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Concepts



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Why we dread negotiation



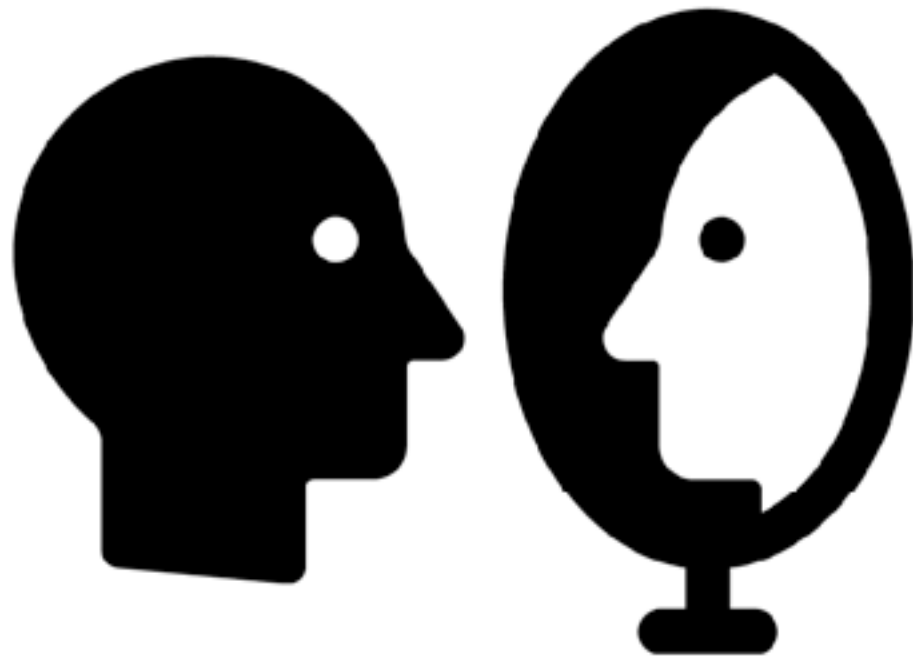
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Redefining Negotiation

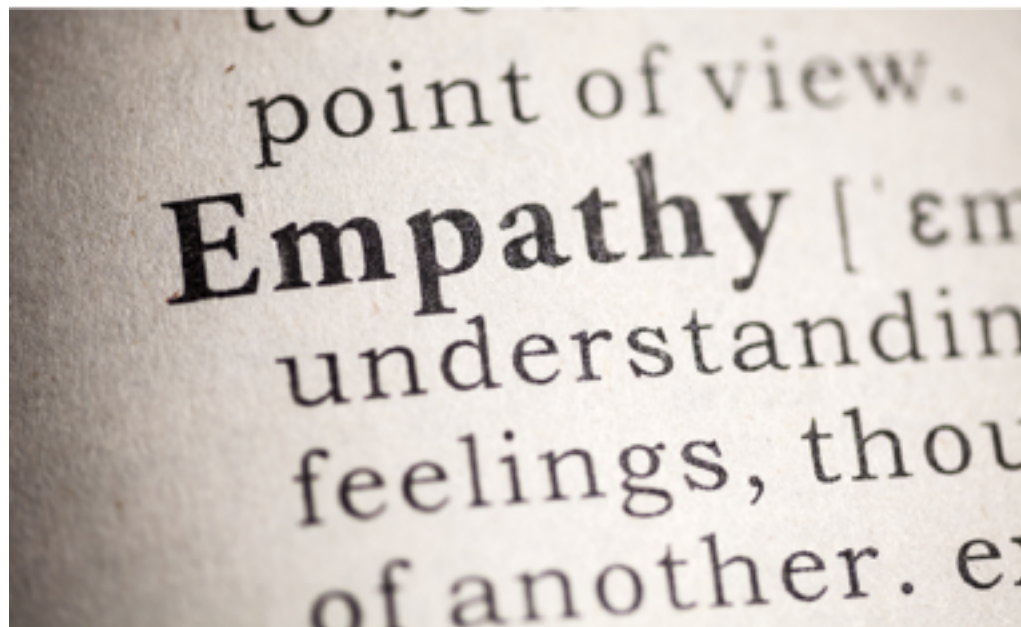
- There are usually shared interests
- Communication has two sides
- Awareness of our assumptions and expectations is key
- It's not about winning, it's about problem-solving
- The ultimate goal is genuine connection



Crucial skills



Self awareness. Conscious knowledge of one's own character, feelings, motives, and desires



Empathy. The ability to understand and share the feelings of another



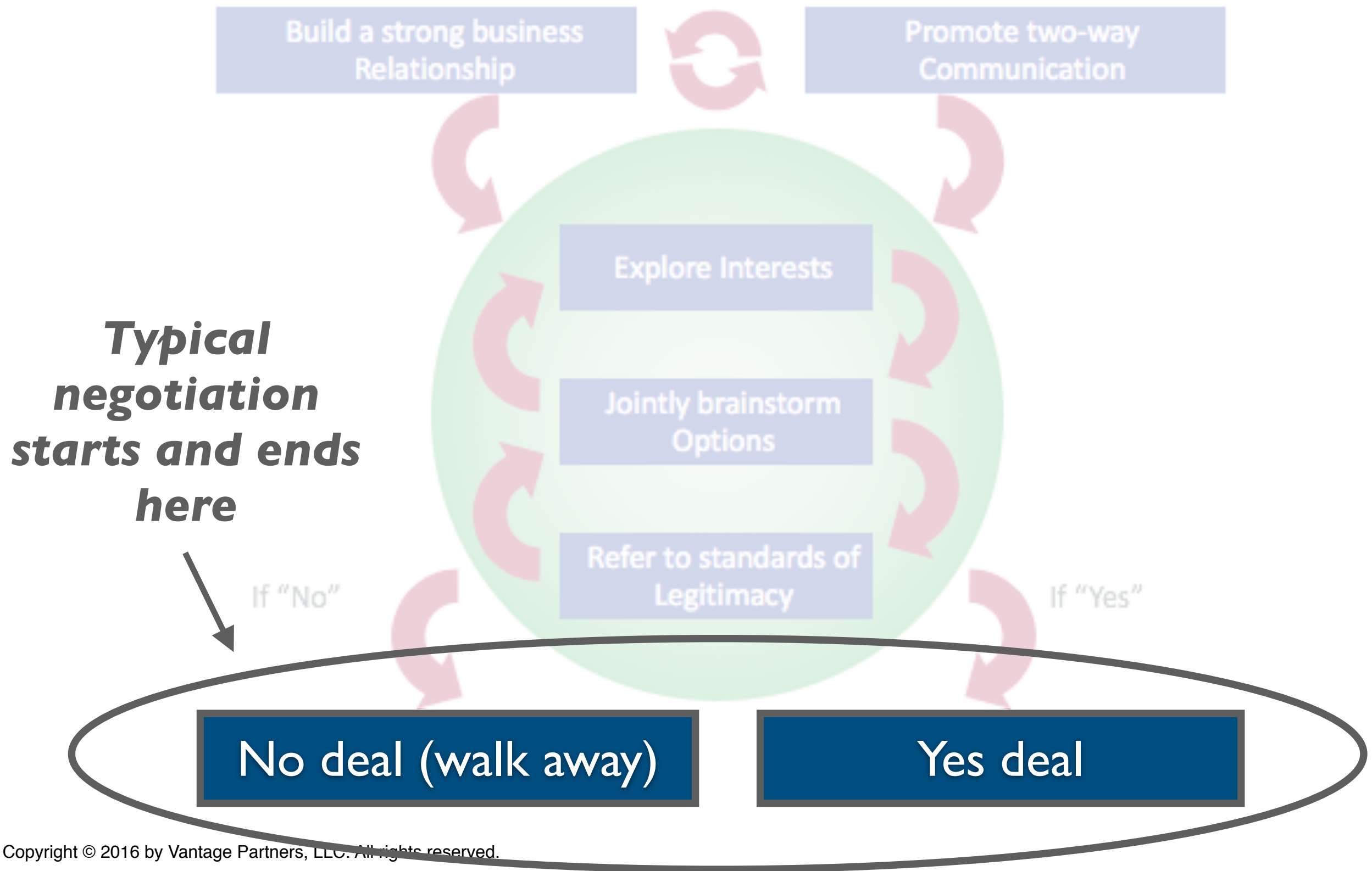
A Framework

7 Elements of Negotiation

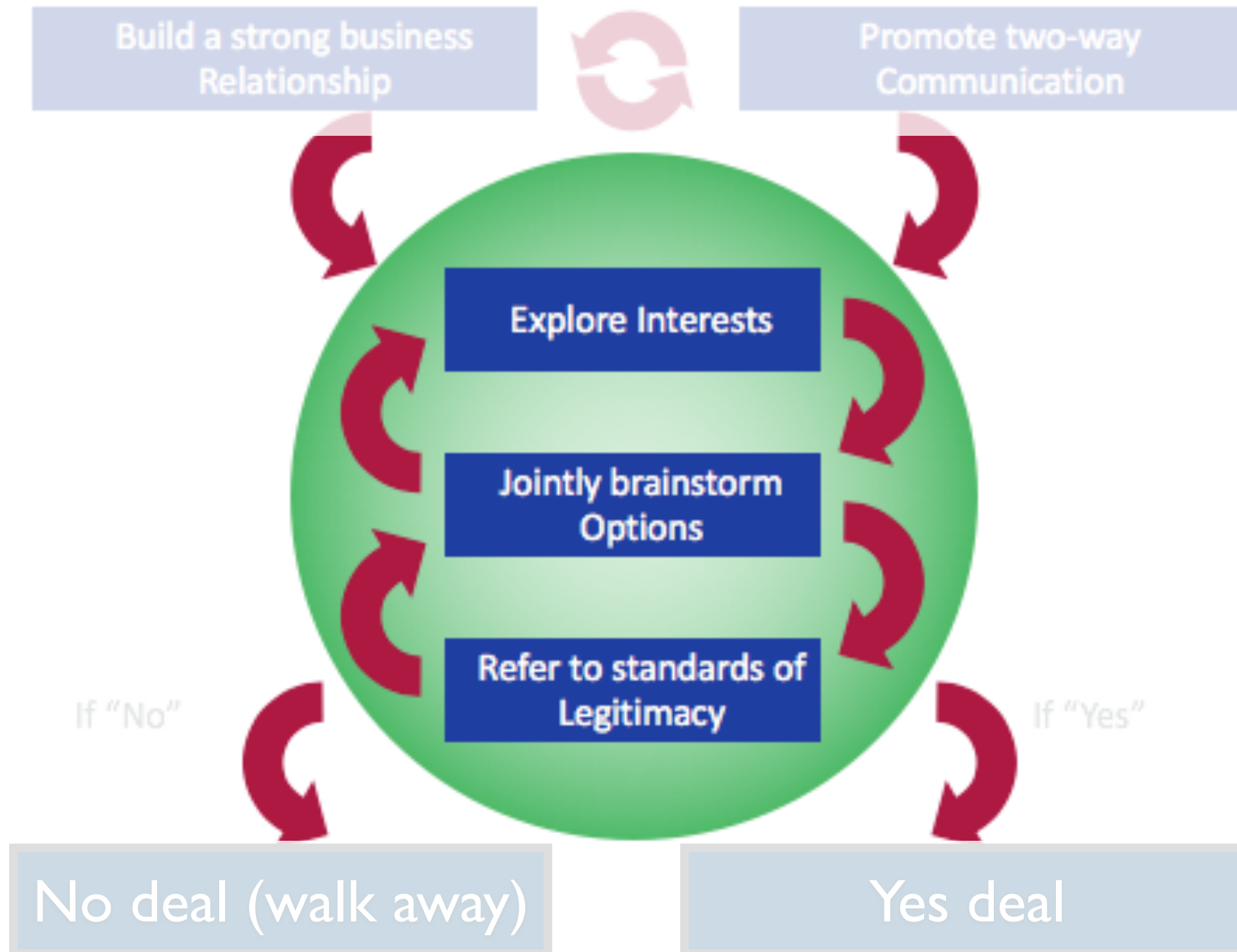


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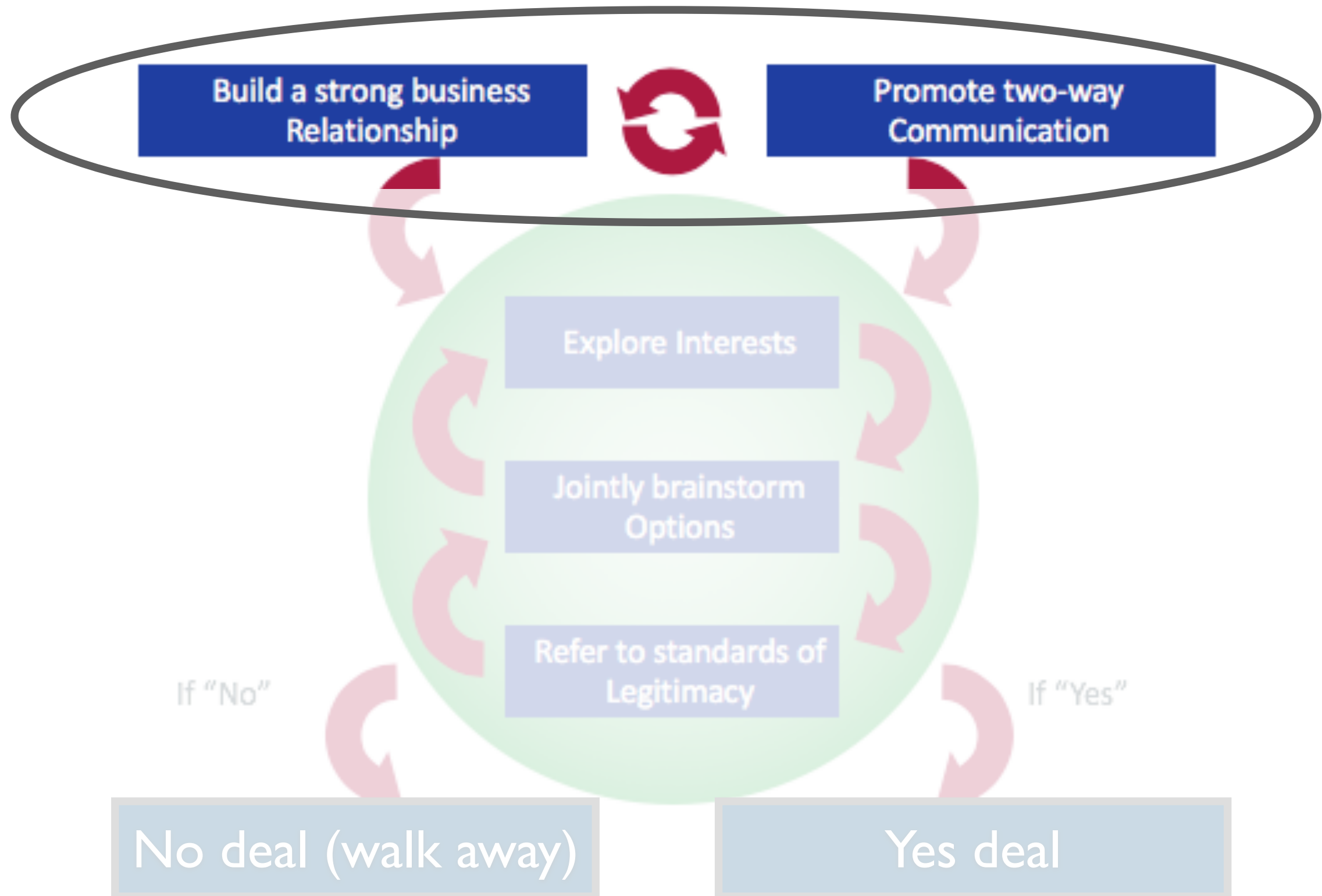
The 7 Elements of Negotiation - Our Instinct



The 7 Elements of Negotiation - Circle of Value



The 7 Elements of Negotiation - Process Elements



Challenges and Tips



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Challenge

The instinct to
“just be done”



Gathering information



Fostering the connection



Tip

Ask for more time to
continue the conversation



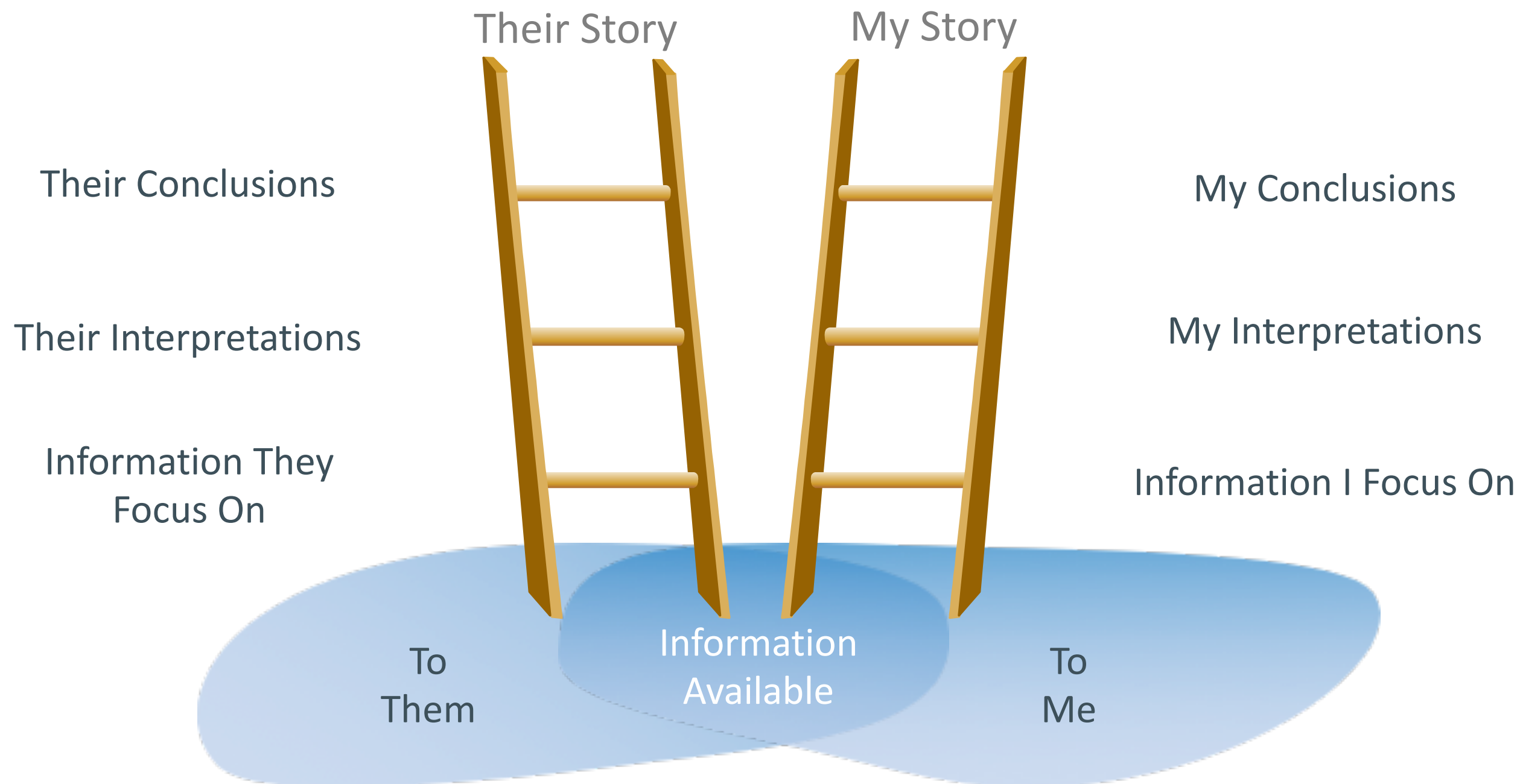
Ask the right questions



Humanize the relationship



The Ladder of Inference Tool



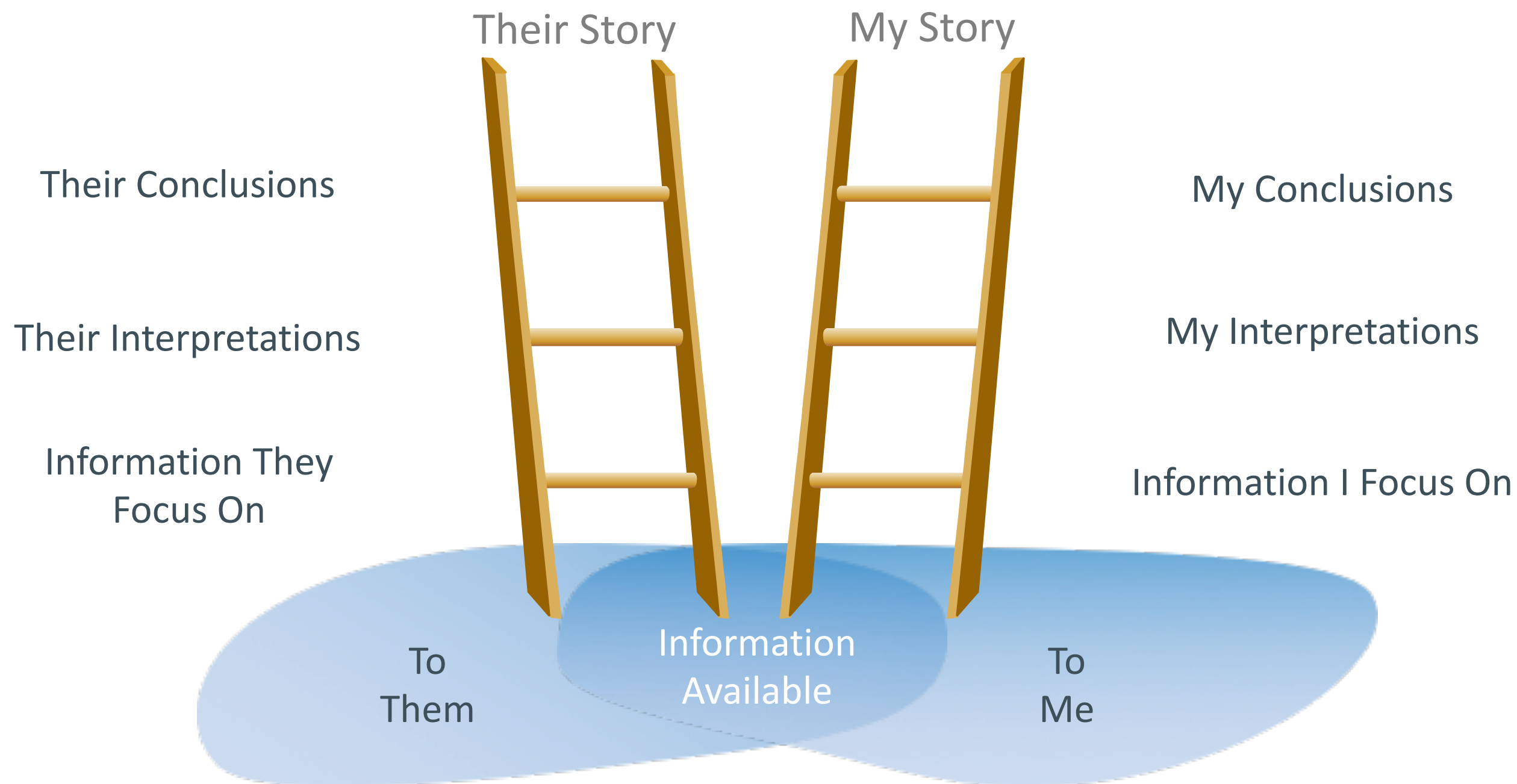
The Ladder of Inference is based on the work of Argyris and Schön. See C. Argyris, R. Putnam, and D. Smith. *Action Science: Concepts, Methods, and Skills for Research and Intervention*. San Francisco: Jossey-Bass, 1985.

Tactics for fostering connection

- **Inquiry:** What is their story?
 - ✓ What do they see? How are they making sense of it?
 - ✓ What do they know or see that you don't?
- **Acknowledgement:** Show them you understand
 - ✓ Paraphrase their story - *and check for understanding*
 - ✓ Demonstrate empathy with their feelings
- **Advocacy:** What is your story?
 - ✓ What do you see? How are you making sense of it?
 - ✓ What might *they* be missing?



The Ladder of Inference Tool



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Thank you!

Q&A



STEPHANIE SMITH CONSULTING, LLC

Stephanie Smith-Ejnes

stephanie@stephaniesmithconsulting.com