

Action Steps for Effective Negotiating

1) Practice, practice, practice.

- Notice when you are in a negotiation. It's ok to be uncomfortable.
- Take advantage of opportunities to practice with your spouse, friends, boss, co-workers....

2) Always negotiate from Above the Line.

- One of the biggest derailleurs is when the 'chimp' part of the brain becomes activated.
- If you find yourself Below the Line, take note and mindfully move back Above the Line.

3) Use cognitive biases to influence others.

- Stay alert to when you are influenced. Self-awareness can dampen the effects.

4) Complete all negotiations by reviewing the agreements (commitments) that were made and who made them.



Negotiating Strategy

- Win-win mindset: Trust, respect, and fairness
- Calm demeanor and vocal tone
- Facts and evidence
- Listening: active and empathetic
- Take full responsibility

Above the Line



Below the Line

- Personal/Emotional
 - Vocal tone
 - Competitive
- Blame
- Assumptions
- Expectations

Tactics - Using cognitive biases to influence

Reciprocity: The impulse to reciprocate actions others have done toward us. If you give something up in a negotiation, make sure the other person knows. They may be more willing to make a concession.

Commitment: If people commit, orally or in writing, to an idea or goal, they are more likely to honor that commitment.

Anchoring: The tendency to rely too heavily on a single piece of information or trait when making decisions.

Resources:

Books about negotiating:

- Getting to Yes: Negotiating Agreement Without Giving In by Roger Fisher by William L. Ury, and Bruce Patton
- Negotiating 101: From Planning Your Strategy to Finding a Common Ground, an Essential Guide to the Art of Negotiating (Adams 101 series) by Peter Sander
- Negotiating the Nonnegotiable: How to Resolve Your Most Emotionally Charged Conflicts by Daniel Shapiro

Books about influence:

- Influence: The Psychology of Persuasion by Robert B. Cialdini
- How to Win Friends & Influence People by Dale Carnegie
- To Sell is Human by Dan Pink
- The Art of Thinking Clearly by Rolf Dobelli (About cognitive biases)

Articles:

- The Art of Negotiating: A practical guide to getting what you want, when you want it, at the price you want. Michael Sanibel. Entrepreneur, 8/24/09

<https://www.entrepreneur.com/article/203168>

The flaws a Nobel prize-winning economist wants you to know about yourself. Eshe Nelson, Quartz online, 10/09/17
<https://qz.com/1098078/behavioral-economics-the-flaws-that-economics-nobel-prize-winner-richard-thaler-wants-you-to-know-about-yourself/>

- What's Your Negotiation Checklist? Morra Aarons-Mele. Forbes, 12/20/16

<https://www.forbes.com/sites/morraaaronsmele/2016/12/20/whats-your-negotiating-checklist/> - 6c72c7741895

- Here's How Ambitious Introverts Are Secret Weapons in Negotiation.

Tanya Tarr. Forbes, 9/12/17

<https://www.forbes.com/sites/tanyatarr/2017/09/12/heres-how-ambitious-introverts-are-negotiating-secret-weapons/> - 182d32ec703b

