

NEGOTIATION TACTICS FOR GETTING PAST NO

1. **Don't React** . . . make this an out of body experience and adopt an attitude of detachment.

Name the Game . . . what's behind their behavior?;

Know Your Hot Buttons . . . there are certain physiological responses that impact you, and you may be aware of words or phrases that incite or anger – try to avoid hitting these buttons;

Buy Time to Think . . . pause or gather your thoughts; it's all right to be silent and get past the impulse to react...this is a good time for humor or diversion in order to cool down before making a decision or taking a position.

2. **Don't Argue** . . . listen to understand rather than listen to reply.

Listen Actively . . . ask questions and paraphrase to show you care and understand;

Acknowledge Their Point . . . agree whenever you can and be prepared to offer an apology;

Agree Whenever You Can . . . you're building the bridge from your side and asking them to begin theirs;

Acknowledge the Person . . . show respect and stay away from hostile bargaining;

Express Your Views Without Provoking . . . try not to use the word "but" . . . rather, follow your point with the word "and";

Create a Favorable Climate for Negotiation . . . try to breed respect and speak from the first person "I";

3. **Reframe** . . . ask for their advice – few people can resist opening-up to you with their advice and opinion...it's flattering.

Joint Problem Solving Atmosphere . . . ask "why do you want this?"; "help me understand why";

Ask Problem Solving Questions . . . ask "why not this?"; "what makes that

a fair outcome?"; ask "what if" questions for discussion;

Go Around Stone Walls . . . treat this as an aspiration rather than a demand;

Deflect Attacks . . . focus on the problem and the person is not the problem;

Expose Tricks . . . ask for clarification; ask what is the purpose; make reasonable requests;

Negotiate About the Rules of the Game . . . call the person on their behavior.

4. Build Them a Golden Bridge . . . you're both going to walk across it.

Involve the Other Side . . . give them ownership in the resolution; don't sell your ideas but engage them in joint problem-solving;

Satisfy Unmet Interests . . . ask what's important to them;

Help Them Save Face . . . do unto others as you would have others do unto you; a person's pride is a very intimate and private part of each of us and should be respected and protected;

Don't Rush . . . especially at the end, this could unravel the deal.

5. Use Power to Educate . . . we are what we know.

Let Them Know the Consequences . . . try not to be threatening or aggressive but realistic and sincere;

Discuss Alternatives to Resolution . . . defuse their reaction; use objective standards or outside data; be balanced;

Keep Sharpening Their Choice . . . once important interests have been identified, the resolution can be crafted;

Forge a Lasting Agreement . . . coercion or misunderstanding will undo what you thought was done; be precise with expectations;

Aim for Mutual Satisfaction, Not Victory . . . at some point you both agreed to be respectful winners and to take away from the negotiation what you truly need and not necessarily what you want.

