

Negotiating and Developing Ideas

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Introduction to Negotiating

- Communication Skills:
 - A negotiation is a communication process, so communication skills are essential. Two related and essential skills, are listening and questioning.
- We think we listen to the other person:
 - We will do some exercises where we test this.
- Questioning is a powerful way to gather information, build rapport and agree actions:
 - We will consider different types of questions.

Listening

- You need to be an active and critical listener. Active listening will help you build rapport, and gather information more effectively.
- Critical listening will help you interpret and evaluate the information provided, and respond appropriately.

Tips for better active and critical listening:

- Prepare to listen
- Pay attention
- Be objective
- Be encouraging
- Clarify to ensure accuracy and develop ideas
- Summarise at appropriate points
- Don't be afraid of silences.

Questioning

- Questions are used to gather information, build rapport and agree actions. Questions are either open or closed - both have their purposes.
- See the table which outlines some basic types of questions you might use in negotiations.

Question Type	Example
Explanatory: To get reasons and explanations; to broaden discussion; to elicit additional information.	In what way would this help sort the problem? What other aspects of the process should be considered?
Justifying: To challenge ideas; to develop new ideas; to elicit reasons and proof	What evidence do you have to support this view? How do you know? Why do you think so? Why is this issue important?
Leading To introduce new ideas; to propose suggestions; to seek agreement	Could this be a viable solution? Can we consider this as a possible alternative?
Hypothetical To develop new ideas; to put forward alternative perspectives; to change the course of the discussion; to test knowledge and thinking	Another function does it this way – what might happen if you did things in the way they do it?
Alternative To make decisions between alternatives; to seek solutions	Which solution is more appropriate – A or B? Why do you regard this solution as more appropriate?
Closed questions To secure agreement; to pave the way for action	Can we agree that X is the next step? Will you get back to me by X?