

Land of Opportunity

Observation Worksheet

During the course of the negotiation you should carefully observe the behaviours of the participants and make notes that will help facilitate an insightful debrief.

In particular you should look out for:

Positive Behaviour	Negative Behaviour
▪ Identified that by working together everyone can achieve their goals. ▪ Open about needs and feelings and looking for a win-win solution. ▪ Treated areas of disagreement as shared problems to be solved. ▪ Planned how they would approach the task. ▪ Shared and gathered information in a logical and controlled way. ▪ Listened, reflected back and summarised. ▪ Generated options. ▪ Checked everyone's needs were met.	▪ Focused exclusively on own goal and not listening to the needs of others. ▪ Overly aggressive and demanding based on own needs. ▪ Adopted a position and refused to budge from it. ▪ Failed to think of the long term consequences of the way the negotiation was handled and the end result. ▪ Failed to recognise that winning might create problems for the future of other parties think they lost. ▪ Put up barriers to others achieving their goals. ▪ Were dishonest or used underhand tactics in order to win.



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Make notes on where in the negotiation you observed the behaviours. Also capture any observations about the use of techniques covered in the 'Getting to Yes' online lesson. Was learning applied or forgotten about in the heat of the negotiation?

NOTES: