

## Steps to Negotiation

- **Remember the relationship**  
Both of your needs are important
  - **Remain calm**  
Angry and emotion can cloud an issue
  - **Establish common ground rules**  
No interrupting, listen attentively, be solution oriented
  - **Set a time for a discussion**  
Minimal distractions
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1. **Know what you want**  
Is the conflict practical or emotional, or both?
2. **State the issue clearly**  
Address a behavior, action or event – not a person's character
3. **Invite the other person to share his or her point of view**  
Sharing fosters cooperation
4. **Try to understand the other person's perspective**  
Both parties need to feel understood and respected
5. **Propose specific solutions, and invite the other person to propose solutions too**  
Write them down if necessary
6. **Discuss the advantages and disadvantages of each proposal**
7. **Work for consensus, not compromise**  
Consensus is a win-win proposition which you both agree upon; compromise implies someone has given up or conceded a part of his own needs
8. **Celebrate when you reach an agreement**  
Negotiations can be difficult. When you succeed, appreciate and acknowledge one another!

