



LIHEAP Interest-Based Negotiations Participant Guide

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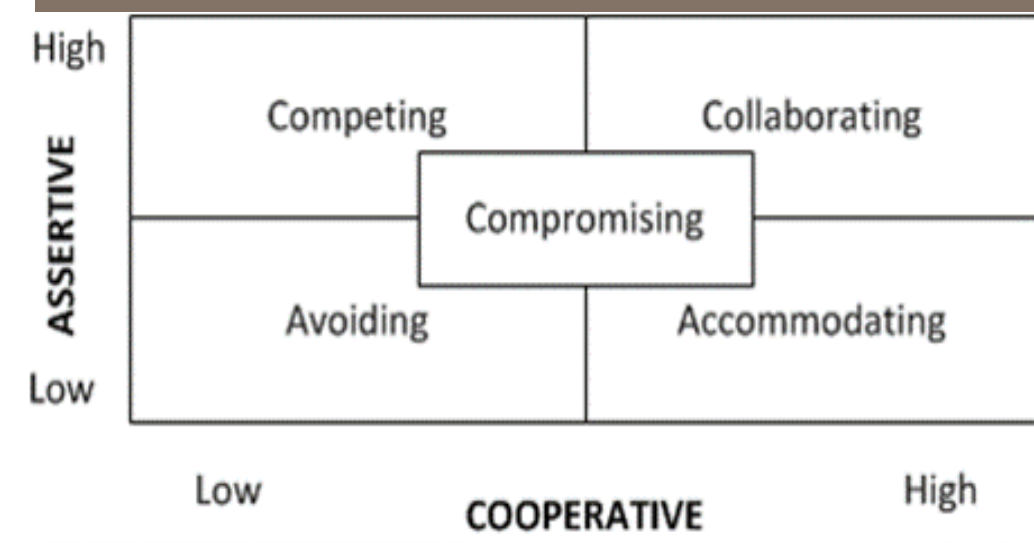
Interest-Based Negotiation

Definition

Slide 5

Why Negotiate?

Slide 6



Benefits and Goals of Negotiation

Slides 6-7

Principles of Negotiation

Slide 8

Separate the People from the Problem

First recognize that during conflict you are either in "fight" or "flight". Establish a healthy motive for the relationship and tell yourself positive stories.

Separate Interests from Positions

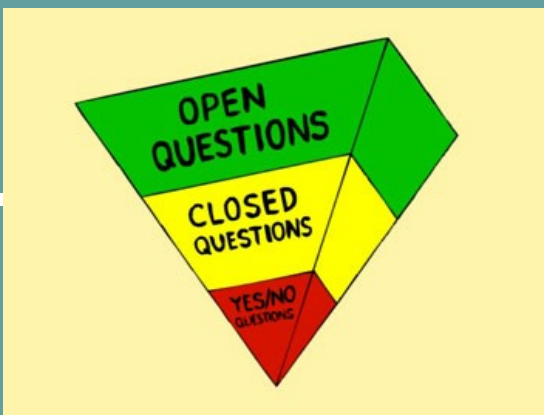
Interests are what we want; positions are how we get them. Consider basic human needs for security, economic well-being, respect, belonging, etc.

Generate Options for Mutual Gain

Brainstorm solutions that meet all parties needs. Avoid evaluating each until all options are generated.

Insist on Using Objective Criteria

Use rules, policies, procedures to establish criterion. Makes negotiation much simpler.



Open Ended Questions:

Slides 11-12

1. The Plan

Problem Statement:

I must negotiate with _____ to get _____.

2. Negotiation Plan* 2. Goals and Decision Makers

My specific, high expectations:

Target decision makers:

Bottom Line:

Influencers:

3. Underlying Needs & Interests

My underlying needs & interests

Their possible underlying needs & interests

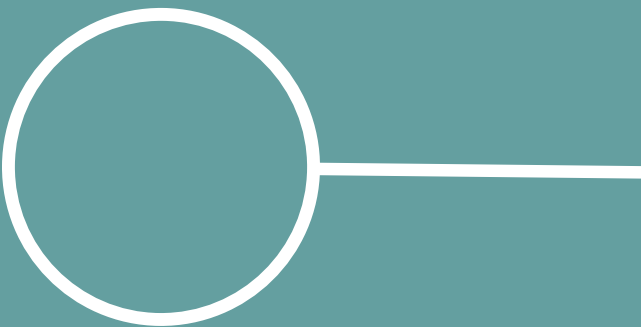
Plans & questions to discover underlying interests

4. Leverage

-What will I do if there is no deal?

-If no deal, what will they do?

-Leverage favors?



5. Possible Proposals

6. Standards & Norms

Mine -

Theirs -

My counter arguments-

7. Third-Party Moves

Can I use a third-party
as leverage?

8. Situation & Strategy Analysis

9. Best Modes of Communication

10. Overall Positioning Theme

Other Helpful Information

*Adapted from G. Richard Shell's, Bargaining for Advantage