

Arriving at an Agreeable Outcome

A Crash Course in Conflict Resolution

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Introducing the Facilitators

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Brief overview of Negotiation

- Something we all do as part of life
- Allows us to have a say in decisions

- What do you see negotiation able to help with?

The Problem

- Don't bargain over positions
 - Unwise agreements
 - Inefficient
 - Endangers ongoing relationship
- In negotiation we focus on
 - Basic interests
 - Mutually satisfying options
 - Fair standards

4 Methods to Successful Negotiation

1. Separate the people from the problem
2. Focus on interests, not positions
3. Invent options for mutual gain
4. Insist on using objective criteria

Separate the People from the Problem

- We're people before we're negotiators
- Put yourself in the other's shoes
- Communication problems
 - Negotiators may not be talking to each other to be understood
 - Even if they are one party may not be hearing the other party
 - Misunderstanding
- Therefore active speaking and listening is important in negotiation

Focus on Interests, not Positions

- Interests define the problem
 - May be identical between parties with opposing positions
- Each side has many interests
 - These are tied to the problem you're negotiating about
- Might be useful to list the interests you see being involved ahead of the negotiation
 - Perhaps even do this with the other party if they're willing

Invent Options for Mutual Gain

- Must overcome to do this:
 - Premature judgement
 - Searching for just one answer
 - Assumption of a fixed pie
 - Other party's problem
- Brainstorm options together
 - Find shared interests
 - Changes agreement scope
 - Opens door for mutual gain
- Have the aim of making the other party's job easier

Insist on Using Objective Criteria

- Differing interests must be dealt with
- Negotiate independent of wills
- Reach agreement based on principles, not external pressure
 - Helps with efficiency too
- Create objective criteria in advance
- Ultimate goal of negotiation is mutual gain
- Each issue should be framed as reasoned search for objective criteria

Practice!

- With a partner
- Each will be assigned a negotiation topic
- Do 1 of the following:
 - Act out a negotiation based around your topic
 - Discuss how a negotiation may go that is based around your topic

Reflection on Negotiation Activity

- How did it feel?
- What did you learn?
- Might you use this in school? Home? Work?

Wrap-up

- Any final questions?
- Workshop based on book *Getting to Yes: Negotiating Agreement Without Giving In* by Roger Fisher and William Ury. 2nd Ed. New York, NY: Penguin Books (1991)