



The Art of Negotiation: A Human Relations Approach

Michael Francoeur, President
Dale Carnegie Training

What is the most common mistake that leads to a win-lose negotiation?

A common mistake that leads to the breakdown of negotiations is having the wrong mindset to start with about negotiations. Most people see negotiations from the wrong viewpoint, they see it as a contest with clear winners and losers. In viewing it as a win-lose contest the goal is to come out on top. Instead of looking only at getting your piece of the pie, it is important to meet both parties' needs and ask yourself how can we make the pie bigger. Many common negotiation mistakes can be overcome through good communications. The most common are making assumptions about the other person's needs and wants and not listening at a high enough level to understand the others' needs and wants.

What is the best communication format to conduct a negotiation?

The best format for conducting negotiations is face to face or in-person, followed by on the phone and lastly my email because you are dealing with a person on the other side of the negotiations table, another person bristling with feelings, motivated by pride and fueled by emotions. The goal for achieving successful negotiations is to have both parties have positive feelings about each other and their relationship to be able to maintain an ongoing business relationship at the conclusion of negotiations.

When a negotiation fails, what are some tips to bring everyone back to the table?

When negotiations breakdown both parties must take 100% responsibility. If you have negotiated in good faith and haven't created animosity, resentment, or mistrust between the parties during the negotiations you may be able to restart the negotiations by proposing a new solution, one that better meets the needs and wants of both parties. Negotiations are an opportunity to get creative.

SEMINAR INFORMATION:

The Art of Negotiation: A Human Relations Approach
Tuesday, February, 15, 2011
UConn, Greater Hartford, IT Center
\$15 Members; \$20 Guests
To Register: <http://www.whchamber.com/SeminarSeries.aspx>