



Navigating by Negotiating



Deloitte CFO Vision 2014

Negotiation & Collaboration Specialists

Consulting

- Representation
- Mediation & Conflict Resolution
- Strategy & Preparation

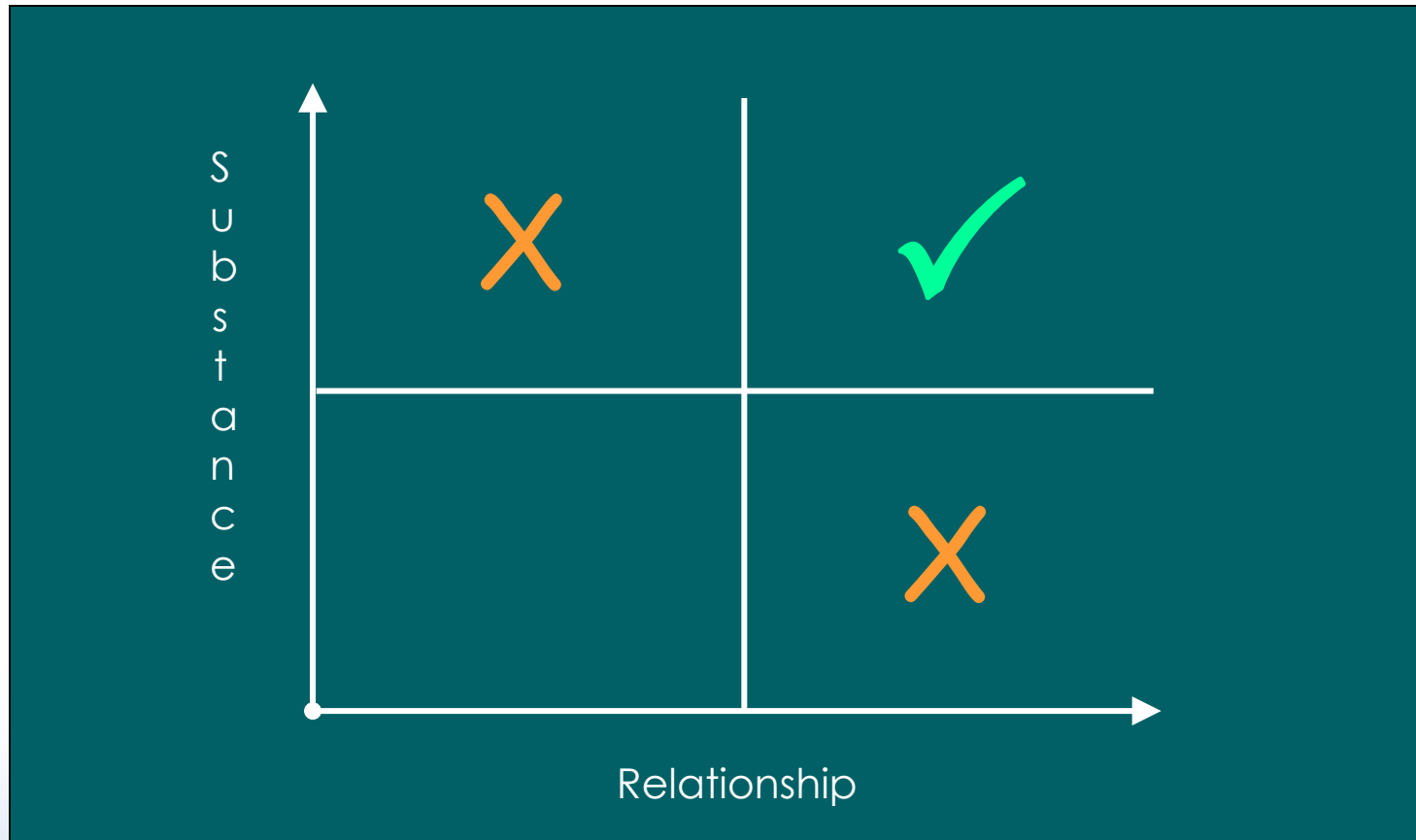
Training & Development

- Customized Workshops
 - Negotiation, Influence, & Problem Solving
 - Constructive Communication
 - Conflict Resolution
 - Effective Leadership & Management
- Executive Coaching
- Organizational Development
- Other Skill-Building Services
 - E-learning
 - Distance Learning
 - Keynote Illustrations
 - Train-the-Trainer Programs

Peace Building

- Training & Education
- Group Facilitation & Dialogue
- Programming

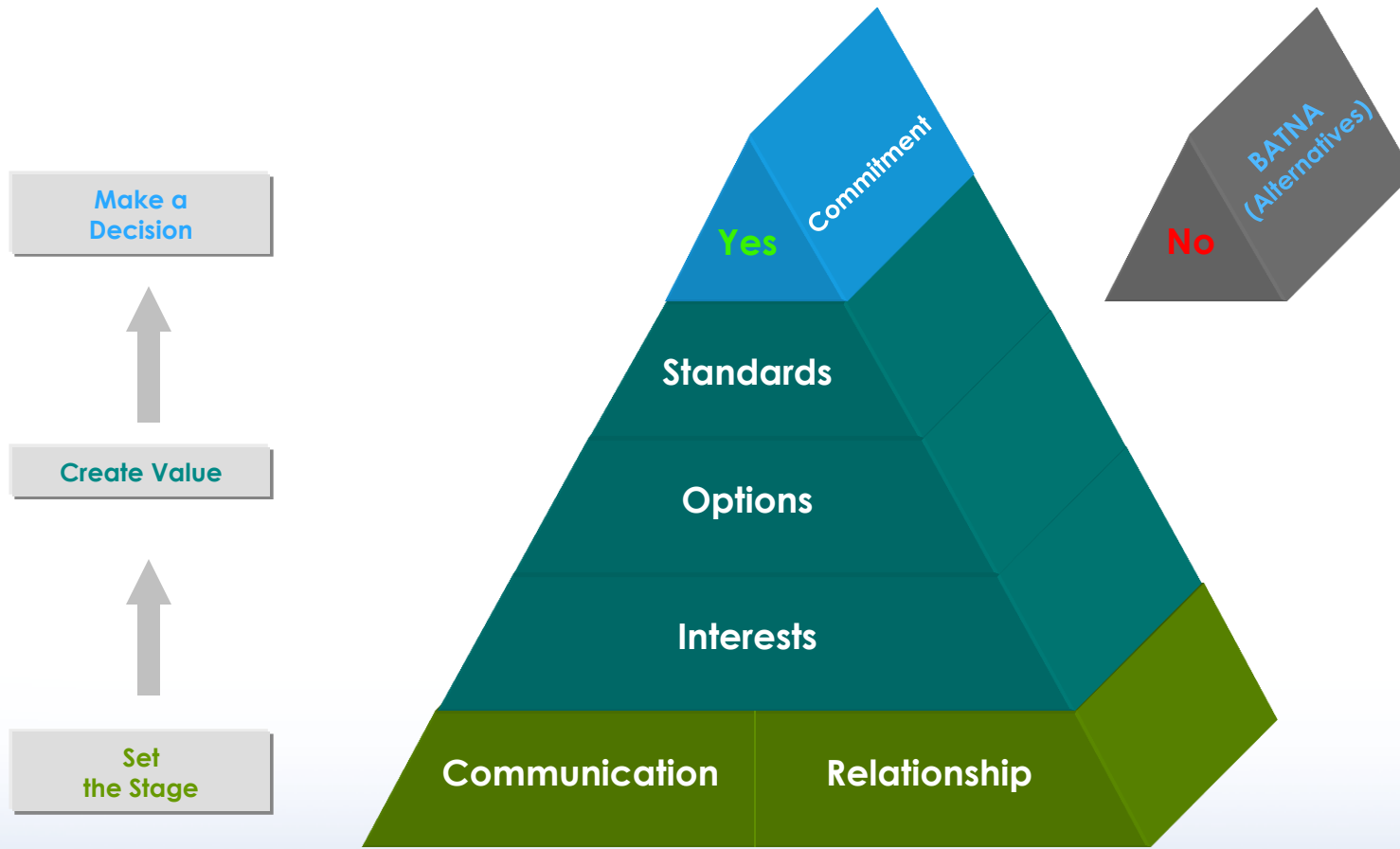
The Key Tension



A Challenging Negotiation

- Please read the case
- In your groups, prepare to conduct the negotiation, and be ready to answer these two questions:
 - What is your goal in the conversation?
 - What is your approach?
- Prepare one volunteer to role-play the conversation

Negotiation Best Practices



3 MAKE A DECISION

by comparing the “yes” options with the “no” alternatives.

Delay **commitment** until the agreement is well crafted and clear.

Walk away if your **alternatives** are preferable to the best option you can generate with your counterpart.

2 CREATE VALUE

by collaboratively working through the issues.

Use independent **standards** to create fair options.

Generate value-oriented **options** by focusing on satisfying interests for all sides.

Separate **interests** from **positions**. Uncover and focus on the motivations, needs, and objectives that drive the demands.

1 SET THE STAGE

by focusing on communication and relationships.

Use a strategic **communication** process and skills to create conducive conditions.

Strengthen **relationships** by separating the “people” from the “problems” – be *empathetic* to people. Be *emphatic* about issues.



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