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Choosing one thought over another

Last updated December 11, 2020 When you hear the word negotiation, your first thought may be high-stakes corporate deals or occasional salary discussions with your boss. However, the truth is that every day presents opportunities to learn how to negotiate whether you are trying to secure a refund for a hotel reservation or have it with your spouse about whose turn to make meals. In light of the Covid-19 pandemic, tensions are rising particularly high, and you may find that you've encountered more aggressive colleagues forcing you to find common ground to seem almost impossible. To help you get started, here are some tips supported by experts on how to negotiate, especially with people who refuse to play nice. Before negotiations begin before you ever begin discussions with the other party, take some time to consider the following. Explore possible solutions One of the most important parts of the negotiation process takes place before it even begins: pondering possible solutions so you arrive for a prepared discussion. To take this one step further, predict how the conversation might go on and how you would like to respond. For example: If my boss says it's too early to consider promotion, I'll highlight my contribution to our team and the value I've created. By doing your homework in advance, not only will you feel more confident, but you will also signal to your colleague that you are investing in the result. Before the difficult negotiations, Susan Haqley, managing director of Harvard Law School's negotiating program, recommends going through the following questions: What are your hot-button problems? What matters to you? What is unacceptable? What are you most likely to hear from your opponent? How will you react? It's like golf. Jack Nicklaus recommends golfers take lessons from the most basic skills such as grip and alignment. As Haqley writes: [I]f your setting sound, there's a decent chance you'll get into a pretty good shot. Make sure you're ready before stepping on the golf course. Be bestowed it's natural to head out in negotiations, focusing on what you stand to gain. Negotiations tend to feel adversarial, and we worry about winning or losing. Take as much as you can, don't you? Studies, however, have shown that being generous during negotiations can be a sign of intelligence. In addition, these smarter people, whom New York Times contributor Adam Grant calls givers, tend to make their colleagues better negotiators. Grant writes: The most successful negotiators cared as much about the other side's success as their own. Starting from a place of generosity — focusing on how you can meet the needs of your colleague and not just meet your own — can be beneficial for both sides of the negotiations, and not to mention to help shape a stronger, more harmonious long-term perspective During negotiations once you are in the middle of the process, focus on the next one to help it move in a positive direction. Ask questions to uncover hidden motivations heading into negotiations, most people focus on their goal and what they are going to say. However, according to experts, listening is even more critical of opening up the best solution for both sides. Former F.B.I. negotiator Chris Vokes explains: We'd like to say that the key to flexibility isn't so sure you want you not to take something better. If you're focused on quantity, you don't see any other features. Let's say you take on additional childcare responsibilities and want to ask your supervisor for more flexible hours. From the beginning, your manager refuses. You might assume she's unfair, but only to ask questions and listen you can reveal her reasoning and try to find an alternative solution that is mutually satisfying. Maybe she trusts you most to cope with a certain responsibility; or perhaps it runs to problems with giving employees increased flexibility in the past. Perhaps it would be worth digging a little deeper before throwing your hands up and walk away from the negotiating table, figuratively or the IRL. Engage your colleague in finding a solution in his book Getting Past No: Negotiating With Difficult People, William Urie, co-founder of Harvard Law School's negotiating program, offers a brilliant method for dealing with hard bargainers. He proposes to change the game from confrontation face to face in solving problems side by side, to restructure the alignment of typical negotiations. Imagine there are two teams working on the same goal: a deal. When you are dealing with a hostile negotiator, they are more likely to reject any initial offer. However, if you offer them options and the ability to find solutions together, you may be surprised by how they let down their guard and participate in the problem solving process. For example, let's say you want to convince your boss that your company needs to change its software and your sights are set on a particular option. If your boss is committed to changing the stone, especially when offered by someone else, try presenting multiple options and working through reasoning for each. Focus on the big picture and underscry as your proposal will advance to the organization's goals. Instead of presenting a single idea that can be knocked down by a simple no, allow your counterpart to come to the decision on their own — with some gentle push to the one you previously chose. Keep aggression at bay There is a big mistake in the business world and it is this: you have to be a tough bargain to get ahead of. If your colleague is aggressive, then you'd better be even more aggressive. But guess what? Studies have shown that in fact, does not help any of the parties in negotiations at all. A recent study found that anger - both interpersonal anger (when the other side is angry with you) and intrapersonal anger (anger to the other side) - have led to less beneficial outcomes in the negotiation process. In other words: neither party negotiates as well when one person is angry. Instead, try to stay calm, or as William Uri describes it: Go out to the balcony. It means [taking] yourself mentally to a place where you can objectively look down on a dispute and plan your answer. By alluding your emotions out of the situation, you can act more productively and hopefully diffuse the situation with high stress. Last-Ditch Effort If nothing seems to work, and it looks like all is lost, use these techniques to get things back on track. Loop in Others Sometimes, despite all our efforts, our negotiating colleague refuses to play nice. Maybe they're deliberately a tough dealer or just stubborn. That's when it's time to loop others into the process. You may be wondering: how will it help? For starters, often, a difficult person is more likely to be on better behaviour when more than one person is prosecuted. What's more, whether you're cc: relevant people (but care not to over CC: anyone) or invite third parties to a meeting, you create a record of your good faith efforts to come to an agreement. Save relationships Whoever you negotiate, chances are they can affect your life - whether it's the trajectory of your career, the success of a business deal, or just a hotel room you'll be in for a weekend. It pays to complete negotiations, even unsuccessful ones, reminding your colleague of your respect for them. A real sense of gratitude, or even a little frivolity, can go a long way. As former F.B.I. negotiator Chris Vokes advises: Never be meant for someone who can hurt you by doing nothing. If you're good, they'll be happy to do everything they can for you. A playful, enjoyable attitude gives you latitude. You can't get a raise or a hotel room, but maybe something else can be done, even if it means just a more favorable result next time. Hopefully, these strategies can help you make your next negotiations more successful and less stressful for both sides. More tips on how to negotiateProfessional photo credit: LinkedIn Sales Navigator via unsplash.com Last updated December 11, 2020 When you hear word talks, your first thought may be high-stakes enterprise deals or occasional salary discussions with your boss. 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