

NEGOTIATION FOR PRACTICE NURSES

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Principal

Useful Beliefs

- Negotiation is an opportunity
 - I can express what I really want in ways that bring others along with me.
 - I will increasingly tap into what is important to me and express it in a way that others will listen.
 - I can move through life as a learning journey.

1st Position

- Fully appreciate what is important to us personally.
- Think in terms of “I want”, “I feel”, “I hear”.
- Tap into the truth of your own perspective.



2nd Position

- What has to true for them to be doing and saying what they are.
- By putting yourself in the other person's shoes we experience the situation as if we are them.



3rd Position

- This is the position of analysis and learning.
- This is the only position in which it is appropriate to do analysis.

Principles of Negotiating

1. Negotiate from merits instead positional bargaining.
2. Separate the people from the problem.
3. Focus on interests not on positions.
4. Invent a number of options.
5. Rely on objective criteria.

Positional Bargaining

Soft

Participants are friends.

The goal is agreement.

Make concessions to cultivate the relationship.

Trust others.

Change your position easily.

Hard

Participants are adversaries.

The goal is victory.

Demand concessions as a condition of the relationship.

Distrust others.

Dig in to your position.

Principles

- Participants are problem solvers.
- The goal is an outcome reached efficiently and amicably.
- Separate people from the problem.
- Proceed independent of trust.
- Focus on interests not positions.

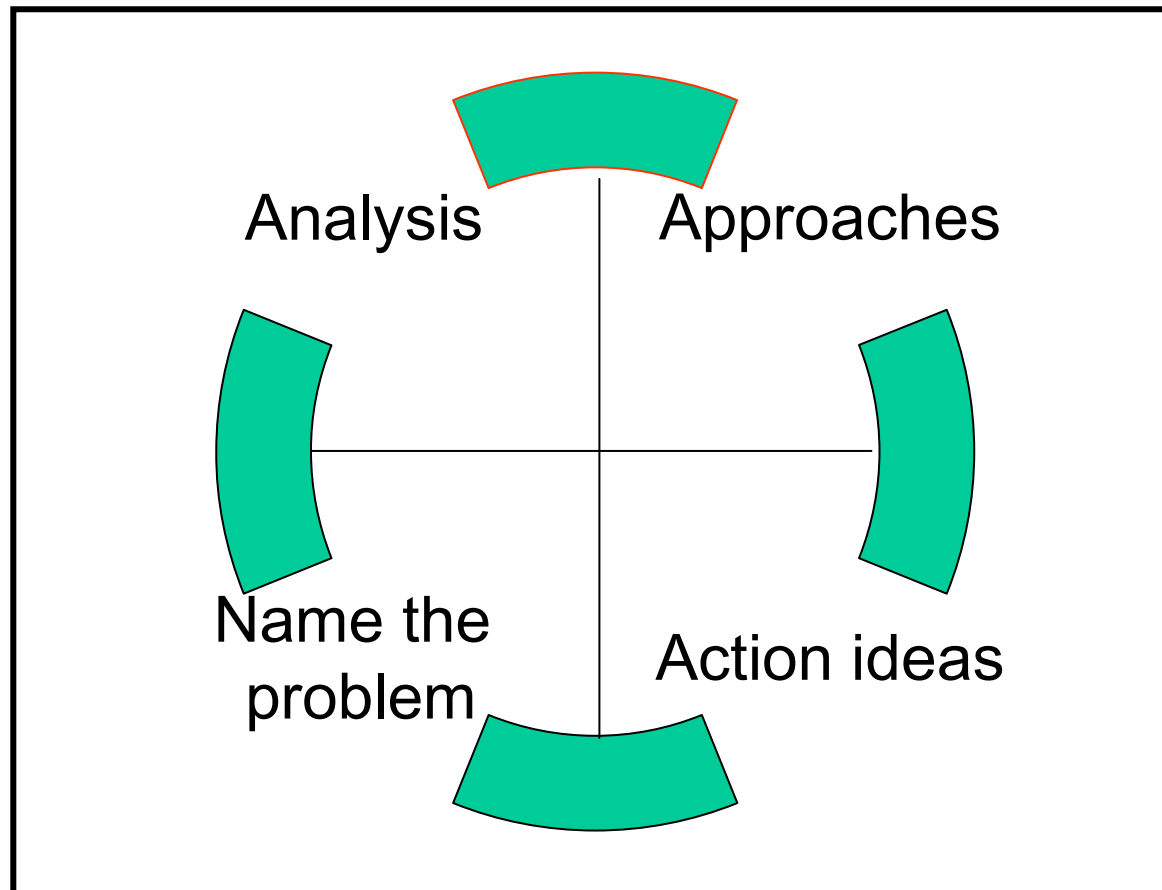
Separate the People from the Problem

- Perceptions.
- Don't deduce their intentions from your fears.
- Make emotions explicit and acknowledge them as legitimate.
- Build a working relationship.

Focus on Interests

- Let interests define the problem.
- Behind opposed positions lie shared and compatible interests as well as conflicting ones.
- Ask “Why”?
- Ask “Why not”?

Invent Options



Using Objective Criteria

- Market value.
- Precedents.
- Professional standards.
- Expert opinion.
- Recognised customs.

Ask a question

Reframe hostile
remarks

Use Humour

Show me why
that's fair

Speak calmly

Call time out

Change tack

'Please tell me
what you heard'

*“We are what we repeatedly do.
Excellence, then, is not an act, but a habit.”*

Aristotle 384-322BC
Greek Philosopher

*“Do something.
If it works, do more of it.
If it doesn’t, do something else.”*

Franklin D Roosevelt 1882-1945
32nd President of the United States of America

*“If women ran the world we wouldn’t have wars,
just intense negotiations every 28 days”.*

Robin Williams
Actor