

Negotiation for health

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The game.....

- To be a successful/effective negotiator, you have to play the game and play it very well



Negotiation

Negotiating is an ancient craft, a delicate mix of art and science, style and substance. It prizes intuition as highly as intellect, good sense as much as hard numbers. It requires emotional detachment and a high aspiration level. It can be a game of power, real as well as imagined. Some people play the game masterfully while others only dimly understand it.

Jim Murray –

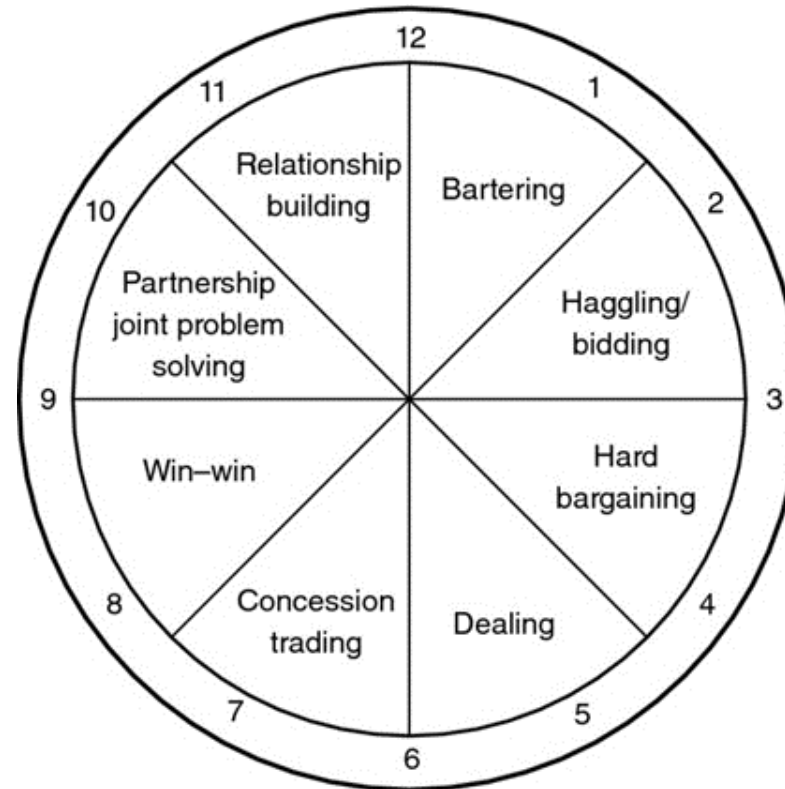
See more at: <http://www.situationalcommunication.com/10-winning-characteristics-of-successfuleffective-winwin-negotiators/#sthash.VTbBbpEt.dpuf>

Framework

- Issue framing
- Managing the negotiation process
- Coalition building and process strategies
- Meeting implementation strategies
- Building institutional capacity for negotiations

- (Fairman et al 2012)

Negotiation clock face

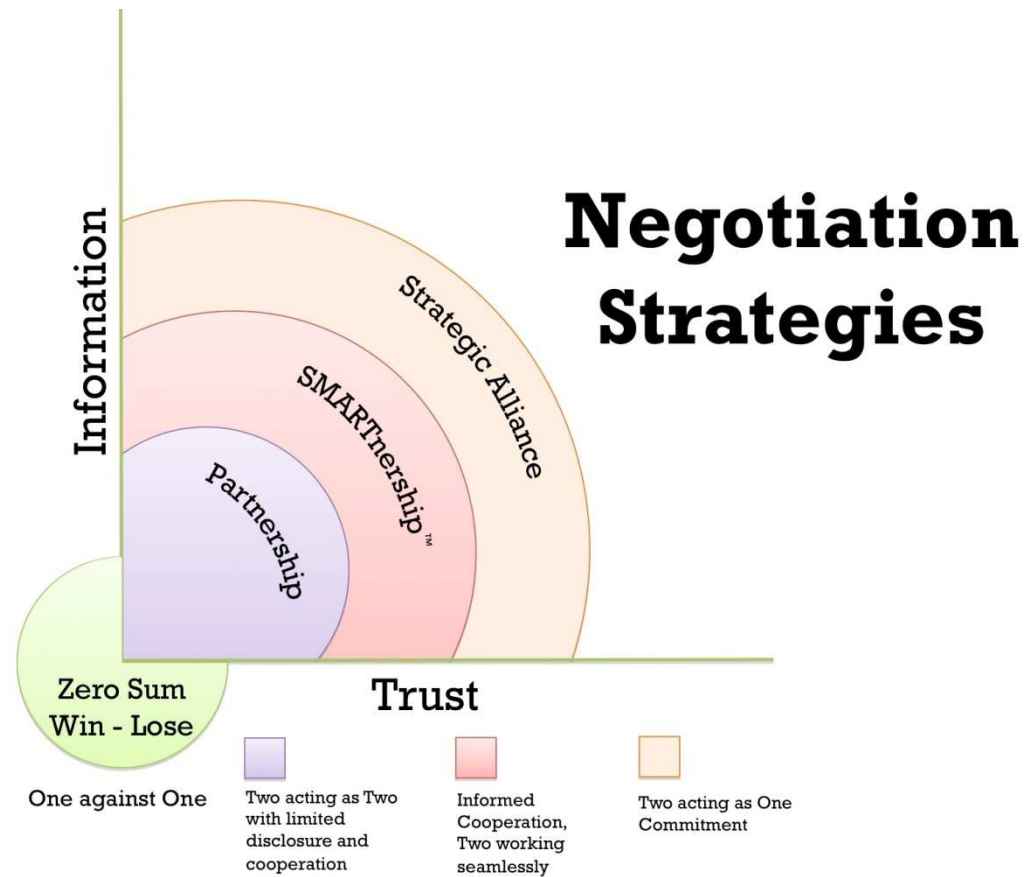


- Steve Gates 2016

Power matters

- How does power influence negotiations?
- **If they have power expect them to use it (*in the room – outside.....*)**
- Balance of power between negotiators
- Real and perceived power
- Power through options
- Role of pro active positioning
- Power through data//evidence

HiAP negotiaton strategies



Soft and hard bargaining

Hard

Participants are adversaries

The goal is victory

Demand concessions as a condition of the relationship

Be hard on the people and the problem

Distrust others

Dig into your position

Make threats

Mislead as to your bottom line

Demand one-sided gains as the price of agreement

Search for the single answer: the one *you* will accept

Insist on your position

Win the contest of will

Apply pressure

Soft

Participants are friends

The goal is agreement

Make concessions as a condition of the relationship

Be soft on the people and the problem

Trust others

Change your position

Make offers

Disclose your bottom line

Accept one-sided losses as the price of agreement

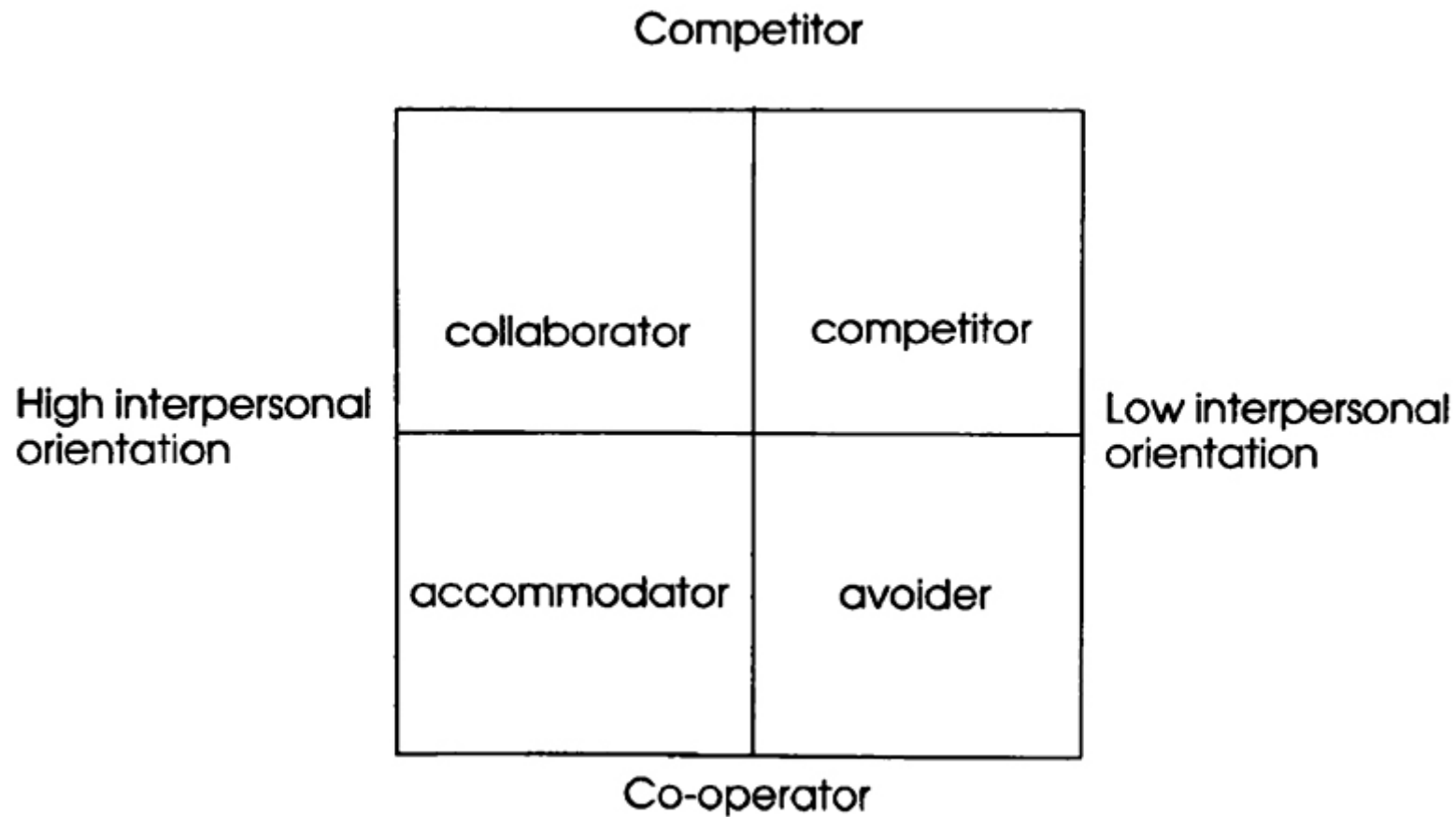
Search for the single answer: the one *they* will accept

Insist on agreement

Avoid a contest of will

Yield to pressure

People matter ...always



Top ten.....

- Leave little to chance PREPARATION
- Be patient persistent and creative
- Listen, listen and then listen some more
- Show empathy
- Be sensitive to non-verbal cues
- Do not take anything personally
- Be an innovative and creative problem solver
- Stay flexible
- Learn from your mistakes
- Build on relationships



.....another top ten

- Nerve
- Self discipline
- Tenacity
- assertiveness
- Instinct
- Caution
- Curiosity
- Reasoning
- Creativity
- humility



Question effectively



Negotiation teams

- Spokesperson
- Figures person
- Observer
- experts
- leader



3 Key characteristics

- *Three characteristics that distinguish good negotiators:*
- *the ability to put oneself in the other's shoes,*
- *the ability to assert one's interests without attacking the other, and*
- *creativity in inventing solutions for mutual gain.*

William Ury

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Culture matters

The Impact of Culture on Negotiation

Negotiation Factors

Goal	Contract	↔	Relationship
Attitudes	Win/Lose	↔	Win/Win
Personal Styles	Informal	↔	Formal
Communications	Direct	↔	Indirect
Time Sensitivity	High	↔	Low
Emotionalism	High	↔	Low
Agreement Form	Specific	↔	General
Agreement Building	Bottom Up	↔	Top Down
Team Organization	One Leader	↔	Consensus
Risk Taking	High	↔	Low