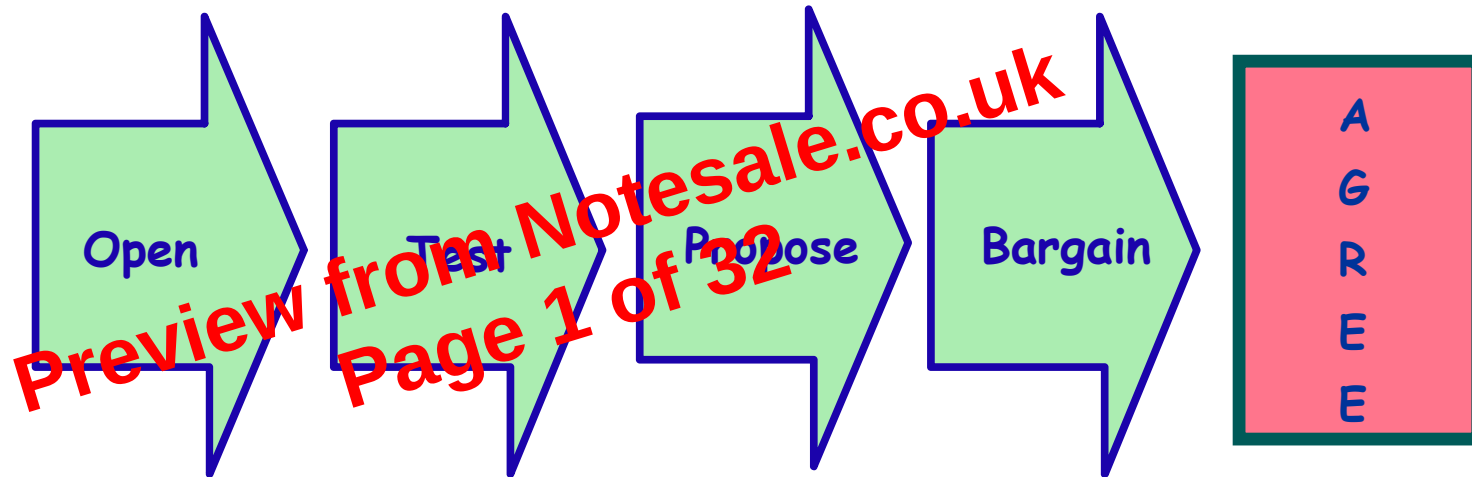
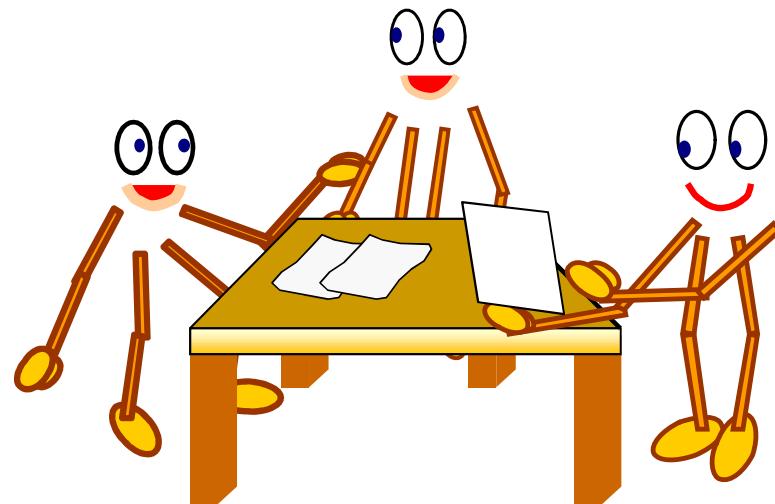


The stages of the negotiation meeting



- Opening stage
- Testing stage
- Proposal stage
- Bargaining stage
- Agreement stage



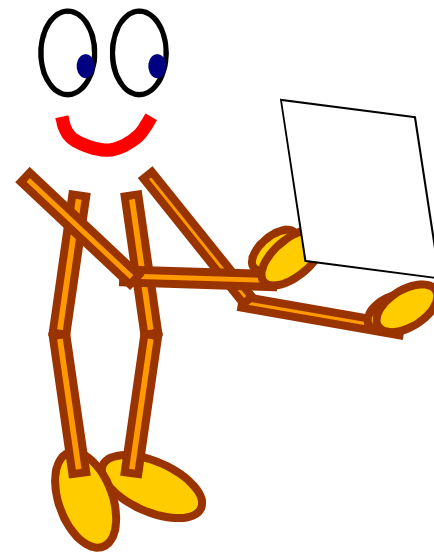


The testing stage

- Check your assumptions & their perceptions
- Get missing information
- Explore topics of common ground
- Explore their underlying needs & interests
- Ask "what", "why", and "how" questions
- Clarify perceptions
- Listen attentively
- Show concern for their needs & interests
- Don't make any firm proposals yet!

The proposal stage

- Try to get them to propose first
- Use hypothetical questions: "what if..."
- Don't jump to conclusions
- Listen actively & clarify
- Summarise often
- Link variables & build on ideas
- Take notes
- Recess if needed
- Don't reject a proposal instantly
- Don't immediately make a counter-proposal
- Don't use irritating phrases

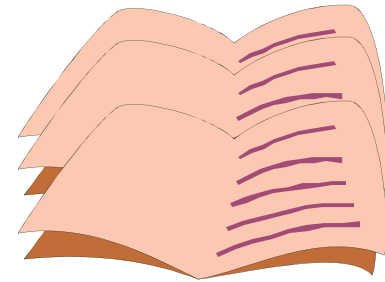




Interpreting gestures

10. 	11. 	12. 
13. 	14. 	15. 
16. 	17. 	18. 

More examples...



- The importance of detailed information
- Attitude to very explicit versus indirect messages
- The ability to deal with/accept conflict & confrontation
- The attitude to showing/facing strong emotion
- Attitude to silence in a discussion

