Win-Win Problem Solving

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Overview

• Lose-lose vs. win-win negotiations
• Four essential skills for successful win-win negotiation
• Case study learning
• Action plan for your own negotiation situation
• 5 Tips for success
Lose-Lose or Win-Win?

How would you foster lose-lose negotiations?  How would you foster win-win negotiations?

Four Essential Skills

1. Understand the real issues by digging down
2. Expand options under consideration by chunking up
3. Gain insight by adopting multiple perspectives
4. Generate creative solutions
**Digging Down to Find the Real Issues**

Identify the real issues to ensure you understand the problem fully.

Power questions to identify the underlying issues:
1. “How is that a concern for you?”
2. “And how is that a concern for you?”
3. “And what is the impact of that on you?”

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**Chunking Up to Expand the Solution Space**

Identify the big-picture interests to expand the possible options and solution space.

Power questions for identifying the real interests:
1. “What would you rather have?”
2. “And what would accomplishing that do for you?”
3. “So what’s really important to you is...?”
Adopting Multiple Perspectives

3: Objective Perspective

1: Self Perspective 2: Other Perspective

Brainstorming and Solutions Generation

1. Brainstorm first
   • Use “Yes and…” language
2. Select options and negotiate agreements second
   • Use agreed upon criteria
Putting it Into Action

How to apply these skills to real life negotiation situations

Negotiation Process Overview

- Identify and agree on a win-win context
- Develop a shared understanding of the real issues and interests from three perspectives:
  1. Your Perspective
  2. Their Perspective
  3. Systemic Perspective
- Brainstorm Solutions
- Agree on criteria for choosing between options
- Make the final agreement, using those criteria
**Preparation Sequence**

1. Develop your understanding of the real issues and interests from three perspectives:
   1. Your Perspective
   2. Their Perspective
   3. Systemic Perspective
2. Identify potential win-win outcomes
3. Brainstorm potential solutions with your own team
4. Develop your criteria for choosing between options

**Adopting Multiple Perspectives**

<table>
<thead>
<tr>
<th>Self Perspective:</th>
<th>Other Perspective:</th>
<th>Objective Perspective:</th>
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<tbody>
<tr>
<td>• What are your real issues?</td>
<td>• Put yourself into the other person’s shoes</td>
<td>• Step back and look at both parties from a neutral, observer position</td>
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<tr>
<td>• What are your real interests?</td>
<td>• Adopt their attitudes, beliefs, interests as if they were your own</td>
<td>• What do you see as the dynamics between the two parties?</td>
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<tr>
<td>• What are your values?</td>
<td>• Speaking as them, answer the same questions as for the “Self” perspective</td>
<td>• Where are there misunderstandings?</td>
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<tr>
<td>• What are your criteria?</td>
<td></td>
<td>• What are the mutual interests that both parties share and could agree on?</td>
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**Negotiation Sequence**

1. Share and align on positive mutual outcomes
2. Develop a shared understanding of the real issues and interests from three perspectives:
   1. Their Perspective (drive their agenda first)
   2. Your Perspective (drive your agenda second)
   3. Systemic Perspective
3. Brainstorm potential solutions together
4. Agree on criteria for choosing between options
5. Make the final agreement, using those criteria

**5 Tips for Success**

- Frame the positive intention before starting the negotiation
- Look at the situation from Self, Other and Objective positions
- Ensure that you have identified real issues and real interests (not just the superficial ones)
- Keep the brainstorming process separate from evaluation
- Agree on criteria for negotiating the final agreement
Achieve greater **success** through stronger **relationships**.

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