



Achieve greater **success** through stronger **relationships**.



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?"

Chunking Up to Expand the Solution Space



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

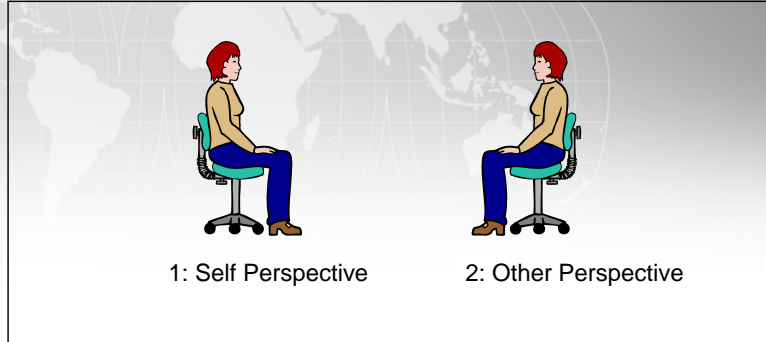
Power questions for identifying the real interests:

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



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



Self Perspective:

- What are your real issues?
- What are your real interests?
- What are your values?
- What are your criteria?

Other Perspective:

- Put yourself into the other person's shoes
- Adopt their attitudes, beliefs, interests as if they were your own
- Speaking as them, answer the same questions as for the "Self" perspective

Objective Perspective:

- Step back and look at both parties from a neutral, observer position
- What do you see as the dynamics between the two parties?
- Where are there misunderstandings?
- What are the mutual interests that both parties share and could agree on?

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



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