Negotiation Strategies

**Promotes Resistance**

Mindreading
Insulting the other person
Making “you” statements
Minimizing the other’s feelings
Tactless honesty
Positional bargaining
Making demands
Refusing to keep the conversation confidential
Refusing to accept responsibility for that which you are legitimately able to accept
Ignoring areas of agreement
Ignoring requests made by the other person that you really wouldn’t mind honoring
Ignoring genuine offers made by the other person to address your concerns
Interrupting when the other person is expressing anger
Avoiding answering questions directly
Responding “in-kind” to any of the above

**Promotes Cooperation**

Listening, asking questions, giving the benefit of the doubt
Speaking respectfully regardless of how the other speaks to you; making “I” statements; silence
Making “I” statements
Empathy for the other’s feelings
Tactful honesty
Interest-based bargaining
Making requests
Agreeing to keep the conversation confidential
Being able to accept responsibility for that which you are legitimately able to accept
Acknowledging areas of agreement
Agreeing to the requests made by the other person that you really wouldn’t mind honoring
Acknowledging genuine offers made by the other person to address your concerns
Allowing the other person to express anger without interrupting
Answering questions directly
Any of the above (as appropriate)