

## Negotiation Skills

### WHAT IS NEGOTIATION?

Negotiation is the process of deciding what you are willing to give up for something that you need or want. You want to make a fair trade and consider the needs of others as well as your own.

### STEPS FOR SOLVING CONFLICTS THROUGH NEGOTIATION

1. First, decide **what problem** is **creating the conflict**.
2. Next, think of what **you want the most** from the situation. **What will you settle for** if you cannot have your first wish, and **what are you willing to give up** in return? Decide what **is not negotiable** under any circumstance. This step is easier if you really know yourself.
3. Find out what the other **person wants most** or **will settle for** in the situation.
4. Discuss your **first proposal** with the **other person**. If your proposal is fair, the other person will probably trust you and will likely suggest an equally fair proposal to you.
5. Be prepared for the possibility that your **first proposal may not be accepted**. You may need to have several discussions before an agreement is worked out. Be diplomatic.
6. Agree to a **compromise** if the details suit both of you.

### How can you make sure that the other person will follow through with the trade?

Sometimes negotiations are finished by stating a promise or shaking hands, whereas at other times they must be put in writing. When the deal involves the approval of other people, you or the one you have traded with may have to talk about it again.

Source: McElmurry, B., Newcomb, B.J., Lowe, A., & Misner, S.M. (1995). *Primary Health Care Curriculum Grade K-8 for Urban School Children*. Chicago: University of Illinois at Chicago, College of Nursing, Global Health Leadership Office.

## Vignettes for Negotiation

*Note:* Have group members participate in providing solutions.

### SAMPLE SITUATIONS

- You would like to exercise at your local YMCA. You have no transportation or money. What can you do? How would you go about advocating for yourself?
- You would like to have healthy snacks while you are at work. However, the vending machines only have junk foods. What can you do? Who can you talk to so that you can have healthier options?
- You would like to watch a particular television show. Your roommate would like to watch another show. What do you do? How would you negotiate or resolve this conflict?
- You would like to have snacks in the evening when you are watching television. However, your house manager has decided not to have junk foods in your home. You know that these are foods that are high in fat, but you would like to have them sometimes. What do you do? How would you negotiate or resolve this conflict?
- You would like to move out of your mom's house into your own apartment. Your mom says no. How would you negotiate or resolve this conflict?
- You would like to marry your boyfriend/girlfriend and live together. How would you negotiate this? How would you go about advocating for yourself?
- Someone is bothering you on the bus. How would you negotiate or resolve this conflict?

Because we are unique individuals, it is inevitable that we will disagree with other people. Most disagreements occur among family, friends, and acquaintances. There are many strategies to resolve conflicts. Negotiation is just one way.