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Everyday Negotiations







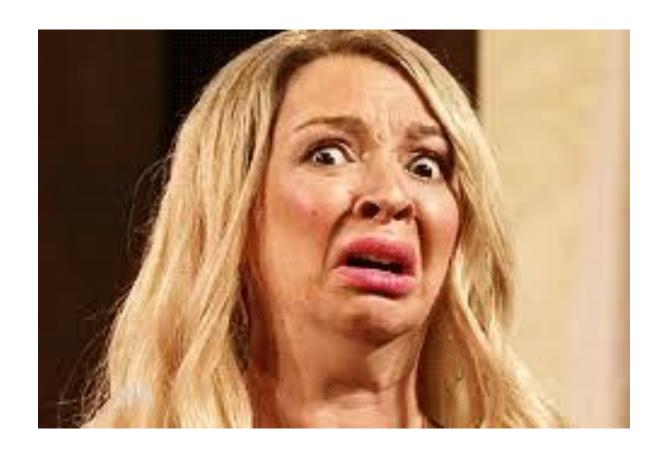
Everyday Negotiations

Let's Make Difficult Conversations Easier.









Pediatric Health Network
Children's National.





What are Everyday Negotiations?

Informal exchanges where interests, needs, or opinions are discussed.

Typically involve difficult or tricky conversations.







Difficult Conversations

"They are almost never about getting the facts right."

- Douglas Stone







Top Ten Things To Keep In Mind







10: Know, Like, and Trust







9: Your Energy





8: Disarming Phrases

Hey, do you have a minute?

I've noticed....

What are your thoughts?





7: Compassionate Curiosity

Focus on the problem, not the person.

Can you tell me more about your concerns?

What would be a fair solution from your perspective?







6: Listen

No, really – stop talking.







5: And Stance

"and" instead of "but"







4: Early + Often

Create a culture of conversation.







3: Solutions

B.A.T.N.A. – best alternative to a negotiated agreement

Collaboration, not confrontation.







2: Practice







1: Follow Up

Let's give this some thought and revisit next week.

When you have a minute, I want to check-in on our conversation from last week.









What questions do you have?







Thanks for having me!

Please reach out anytime: Stephanie@theother85.net.

