



Stephanie Hanna, Esq.

Everyday Negotiations

Pediatric **Health** Network





Everyday Negotiations

Let's Make Difficult Conversations Easier.

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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.



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Q + A

What questions do you have?

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Thanks for having me!

Please reach out anytime: Stephanie@theother85.net.