

# Avoiding Flight, Fight or Freeze When Negotiating



Practice Management Advisory Service  
Small Firm Lunch and Learn  
August 8, 2019



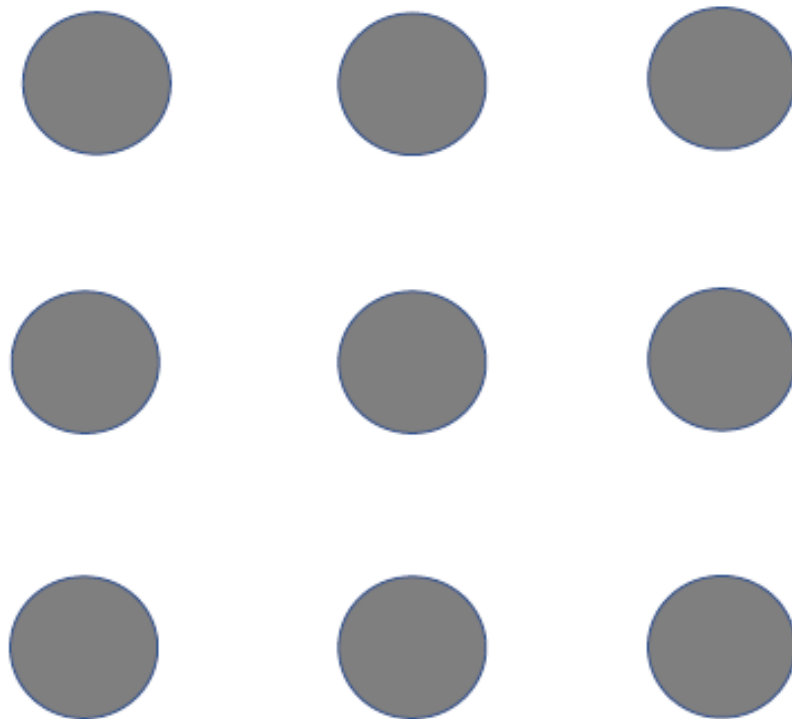
# Negotiation as a Problem-Solving Process

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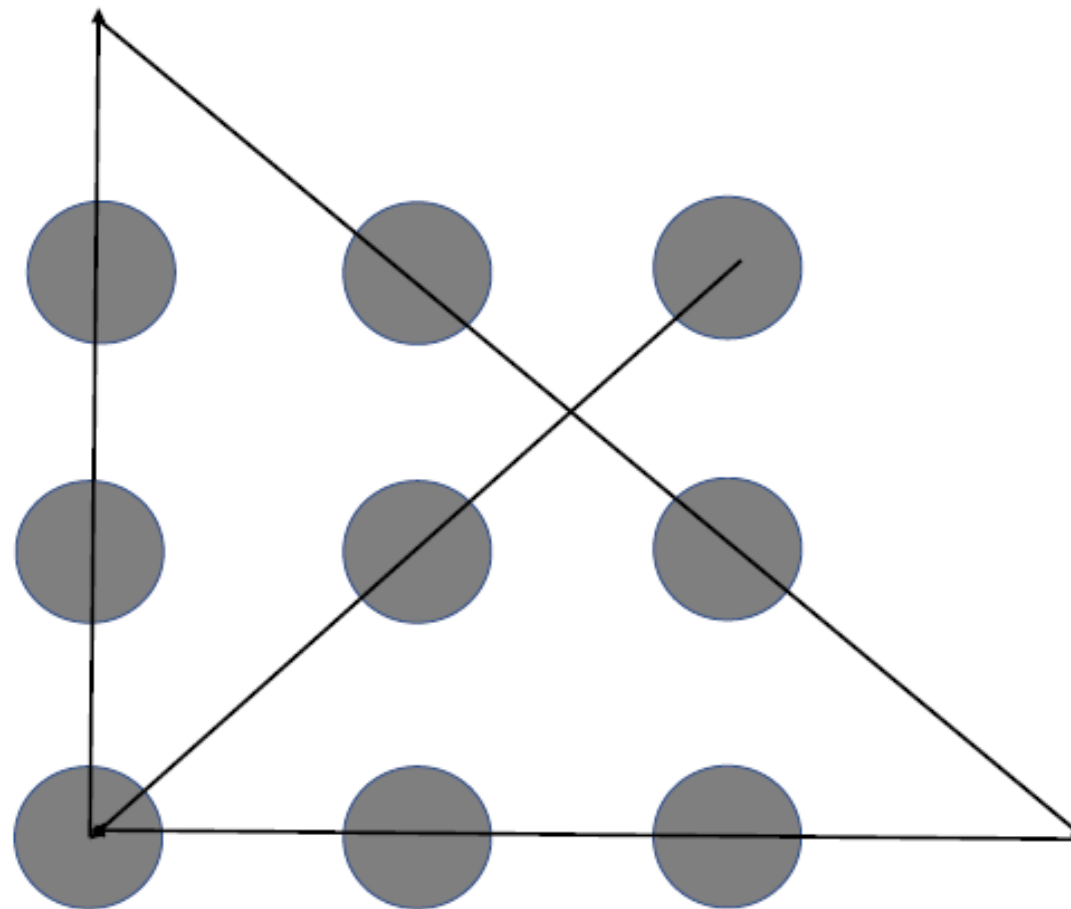


- Opportunity
- Phases
- Focus

# Negotiation – Problem-Solving



# Negotiation – Problem-Solving



# Negotiation Readiness – The 3 “R’s”

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- Research
- Rehearse
- Review

# Negotiation Readiness – Research



- Know your interests, develop options, research applicable standards, and thoroughly consider what you'll do if no agreement
- Make a list of “How” and “What” questions you can ask your counterpart to fill in gaps

# Negotiation Readiness – Rehearse

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- Know your triggers – SBNRR
- Prepare a written plan
- Role play difficult conversations

# Negotiation Confidence – Authentic Curiosity

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*Always listen in between the seams of someone's answer.*

Tim Russert

(Television Journalist)



# Negotiation – Effective Engagement

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- Demonstrate your focus on your counterpart
- “No” is a beginning
- Clarifying Questions – “What” and “How”

# Negotiation – Effective Engagement

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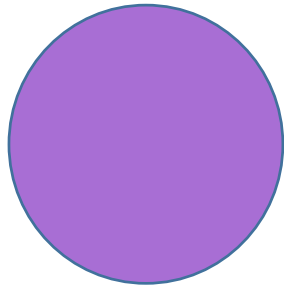
- Managing difficult situations
- Silence is golden
- Effective Summarizing

# Negotiation Readiness – Review

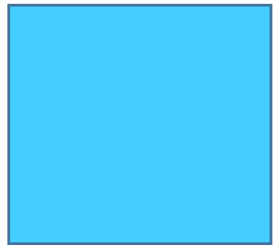


- Accomplished and Open Issues
- Lessons learned
- Questions
- Relationship status

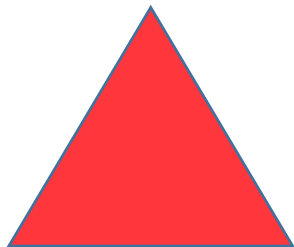
# Reflection and Integration



What questions are still circling in your mind?



What squared with your values?



What points stuck with you?

# Negotiation Contact Information

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Get an article with a list of useful tips by filling out the survey at [bit.ly/AugustDCBARPMAS](https://bit.ly/AugustDCBARPMAS)

The Negotiation Hack is “Engaging Effectively.”

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