Deal Making: Avoiding Flight, Fight or Freeze When Negotiating

Educational Travel Consortium

29 January 2019
Negotiation as a Problem-Solving Process

• Opportunity

• Phases

• Focus
Negotiation Confidence – Self Regulation

• Know your triggers – have a plan

• SBNRR

• Power Poses
Most people do not listen with intent to understand, they listen with intent to reply.

Stephen R. Covey
(author, educator, businessman)
Negotiation Confidence – Intentional Attention

• Demonstrate your focus on your counterpart

• Clarifying Questions – “What” and “How”

• Effective Summarizing and the power of “That’s right”
Negotiation Confidence – Practice

• Review the facts

• Make a list of “How” and “What” questions you can ask

• Consider questions you may be asked and how you would answer

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

Tim Russert
(Television Journalist)
Negotiation Confidence – Engage Effectively

Have a conversation with your counterpart

Each of you gets 5 minutes of asking questions

How much can you learn?
Negotiation Confidence – Engage Effectively
Negotiation – Review and Next Steps

You can tell whether a man is clever by his answers. You can tell whether a man is wise by his questions.

Naguib Mahfouz
(writer, Nobel laureate)
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