

NEGOTIATING CONSTRUCTIVELY

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Constructive Negotiation Behaviors

Controversy defined as mutual problem
"our problem"

Honest expression of feelings

Focus on behavior

Conflict over issues [keep conflict on a task level;
not a personal level]

Conflict over methods [if you share the same goals,
you are motivated to work out a solution.

Similarities and differences stressed [find where
agreement as well as disagreement exists]

Focus on what is good for all

Destructive Negotiation Behaviors

Controversy defined as others' problem.
[Sets up perspective of "victory or defeat"]

Deceit and withdrawal [Lies, deceits,
evasiveness; holding back information]

Focus on opinions/attributions

Conflict over persons

Conflict over goals

Only differences stressed

Focus on what is good for self