

# 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