





# Module 3 – Problem Solving

Topic 2: Emotional Intelligence/Negotiation Skills

Session 1



# “ Introduction

Negotiation is the process of settling disputes and reaching an agreement. There are many negotiation tactics, but none of these work if emotions are overlooked. This seminar is designed to help you **get the right introduction to interest-based negotiation** and to explore the variety of needs that need to be addressed during the process. You will also learn how to detect the **intangible needs behind the revendication of tangible/material needs** in a negotiation.





# Outline

A- What is Negotiation?

B- How to Negotiate?

An aerial photograph of a sailboat on a dark blue, textured body of water. The boat is white with a blue stripe and is positioned on the left side of the slide.

## **A- What is Negotiation?**



# A- What is Negotiation?

## ► Negotiation is not Bargaining

You can bargain the price of a product with your supplier, split the difference between your preferred price and their offer and call it a good negotiation.

*It is not...*







# A- What is Negotiation?

## ► Negotiation is not Bargaining

Good negotiators never split the difference because they have better tactics to use.



An aerial photograph of a sailboat on a dark blue, textured body of water. The boat is small and positioned on the left side of the frame, moving towards the bottom. The water has a mottled, almost abstract appearance due to the lighting and texture.

## **B- How to negotiate?**





## B- How to Negotiate?

### ► Interest-based Negotiation

Negotiation is to find *interests* behind *positions* to reach a win-win agreement.

**Ex: the Orange and the two sisters.**





## B- How to Negotiate?

### ► Interest-based Negotiation

**Ex: the Orange and the two sisters.**

*Positions:* each sister fights to get the orange for herself. The result is a win-lose and a lot of resentment.





## B- How to Negotiate?

### ► Interest-based Negotiation

**Ex: the Orange and the two sisters.**

*Interest:* “Why” does each sister want the orange? = win-win solution.



# B- How to Negotiate?

## ► What is at stake?

Tangible needs:

- A discount
- A specific asset
- A good share of the pie
- Getting the custody of a child in the case of a divorce...







# B- How to Negotiate?

## ► What is at stake?

Intangible needs:

- Recognition
- Revenge
- Power
- Feeling respected, accepted or validated...



## B- How to Negotiate?

### ► What is at stake?

Can a negotiation on tangible needs be transformed into a battle on intangible needs?

Yes.  
Stay vigilant.



# B- How to Negotiate?

## ► What is at stake?

Remember:

If you or a third party are trying to settle a dispute, address the intangible needs first. The rest will follow.





## B- How to Negotiate?

► How to deal with intangible needs in negotiation?

Be aware!

An angry person is using anger as a shield to hide fear, sadness, frustration, the feeling of being rejected...





## B- How to Negotiate?

▶ How to deal with intangible needs in negotiation?

Never ask an angry person to calm down. It will make her more angry.



## B- How to Negotiate?

▶ How to deal with intangible needs in negotiation?

Listen to an angry person with empathy first.

Use rephrasing and reframing to make her feel heard.



## B- How to Negotiate?

▶ How to deal with intangible needs in negotiation?

After rephrasing and reframing, you will notice that the person has calmed down...



## B- How to Negotiate?

▶ How to deal with intangible needs in negotiation?

Use tactical questions to allow the person to express the real feeling behind anger.





## B- How to Negotiate?

► How to deal with intangible needs in negotiation?

Be aware!

A person who revendicates a tangible need might have an unaddressed intangible need!



## B- How to Negotiate?

► How to deal with intangible needs in negotiation?

Use empathic listening and tactical questions. Let them express the intangible need before you resume negotiation on tangible needs.



## B- How to Negotiate?

► How to deal with intangible needs in negotiation?

Give that person some time to evacuate the emotion she expressed before resuming negotiation on tangible need.

Thank you





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