





Module 3 – Problem Solving

Topic 2: Emotional Intelligence/Negotiation Skills

Session 2

“ 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.

In this session, we will explore various **ways to deal with emotions during negotiation**, how to **express them** and how to **validate the other party's emotions** in order to reach a positive outcome.





Outline

A- Emotional intelligence in negotiation

B- Channeling emotions during the negotiation process

An aerial photograph of a sailboat on a dark blue, textured ocean surface. The boat is small and positioned on the left side of the frame, moving towards the bottom. The water has a mottled appearance with varying shades of blue and green.

A- Emotional intelligence in negotiation



A- Emotional intelligence in negotiation?

▶ 70% of Negotiation is Emotions

Even when our interest is 100% tangible and especially when our interest is intangible, the emotions of both parties run high.



A- Emotional intelligence in negotiation

▶ Channeling Emotions

... from the negative to the positive.
It plays a key role in the negotiation outcome.

An aerial photograph of a small, white boat with a blue stripe, sailing on a vast, dark blue ocean. The boat is positioned on the left side of the frame, leaving a white wake behind it. The water's surface is textured with small waves and ripples.

B- Channeling Emotions During the Negotiation Process



B- Channeling Emotions During the Negotiation Process



Understand
/Channel
our
emotions

Understand
/Channel
the other
party's
emotions





B- Channeling Emotions During the Negotiation Process



Understand
/Channel
our
emotions

Self-Aware
ness



Understand
/Channel
the other
party's
emotions



B- Channeling Emotions During the Negotiation Process



Understand
/Channel
our
emotions

Self-Aware
ness



Self-Awareness:

- Name the emotion



B- Channeling Emotions During the Negotiation Process



Understand
/Channel
our
emotions

Self-Aware
ness



Self-Awareness:

- Embrace the emotion to better control it.



B- Channeling Emotions During the Negotiation Process



Understand
/Channel
our
emotions

Self-Aware
ness



Self-Awareness:

- Voice it in a positive way using “I messages”

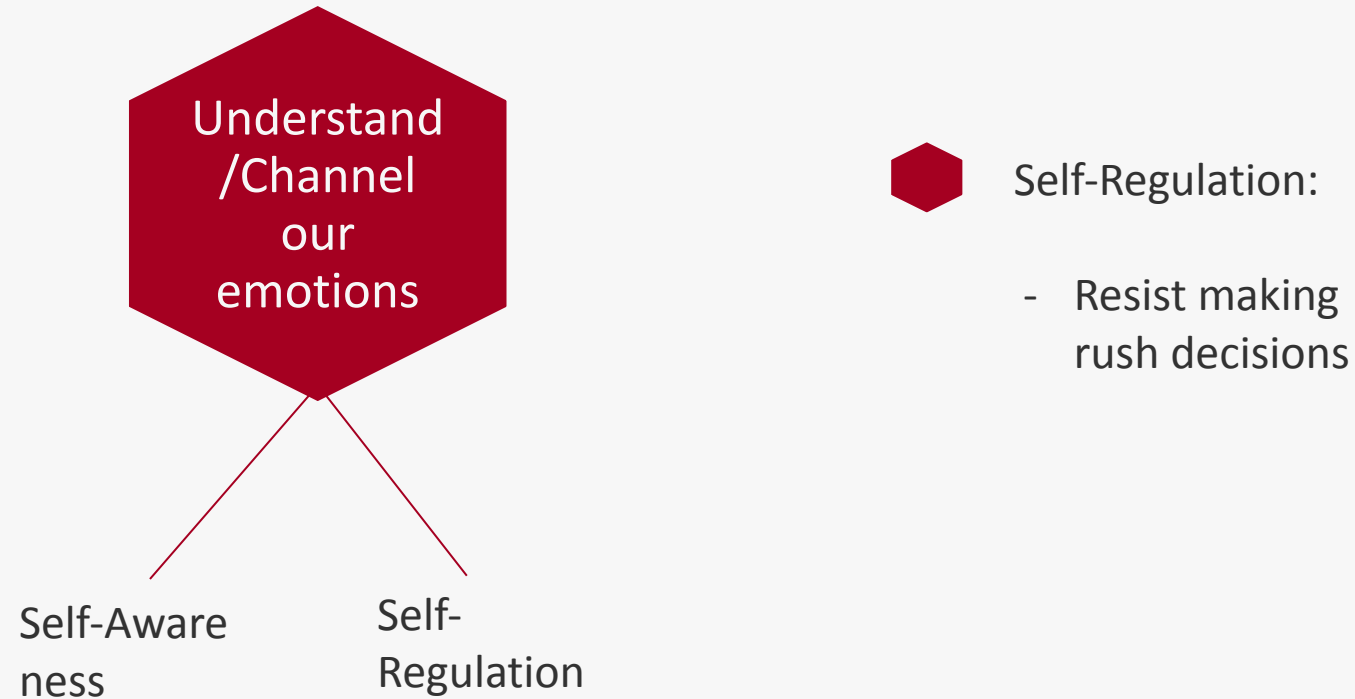


B- Channeling Emotions During the Negotiation Process





B- Channeling Emotions During the Negotiation Process



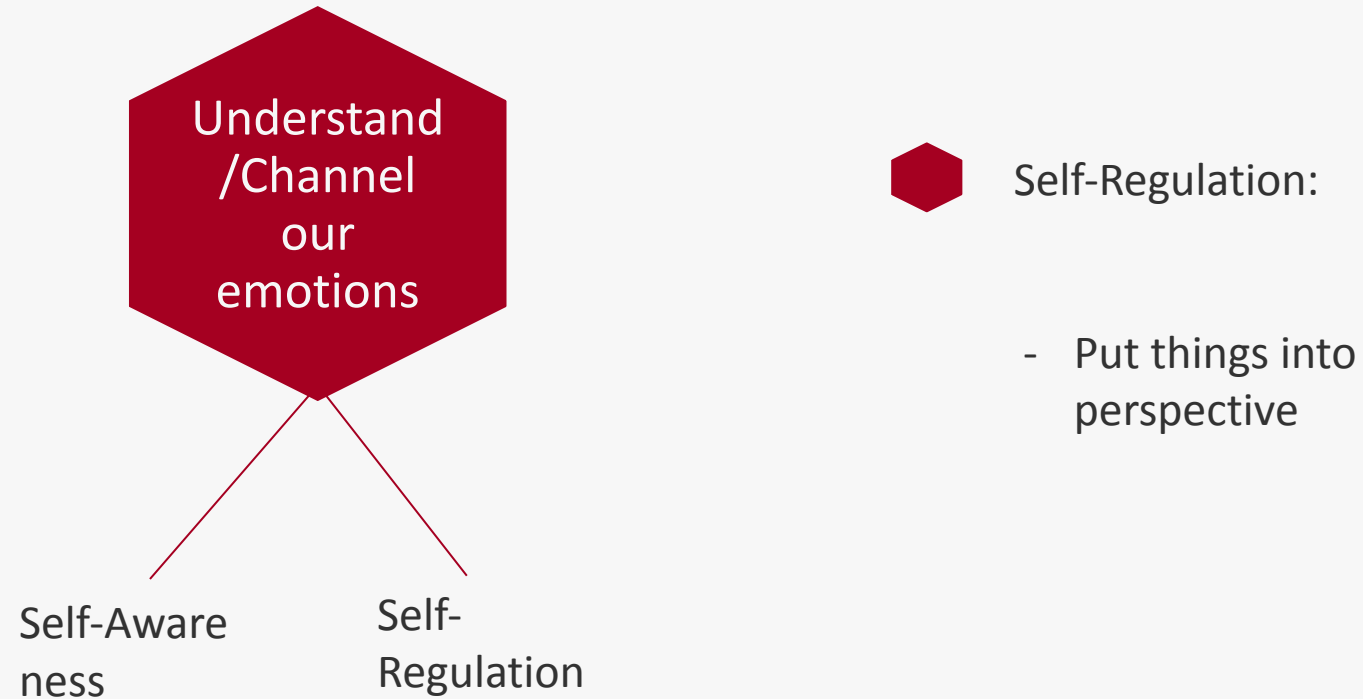


B- Channeling Emotions During the Negotiation Process



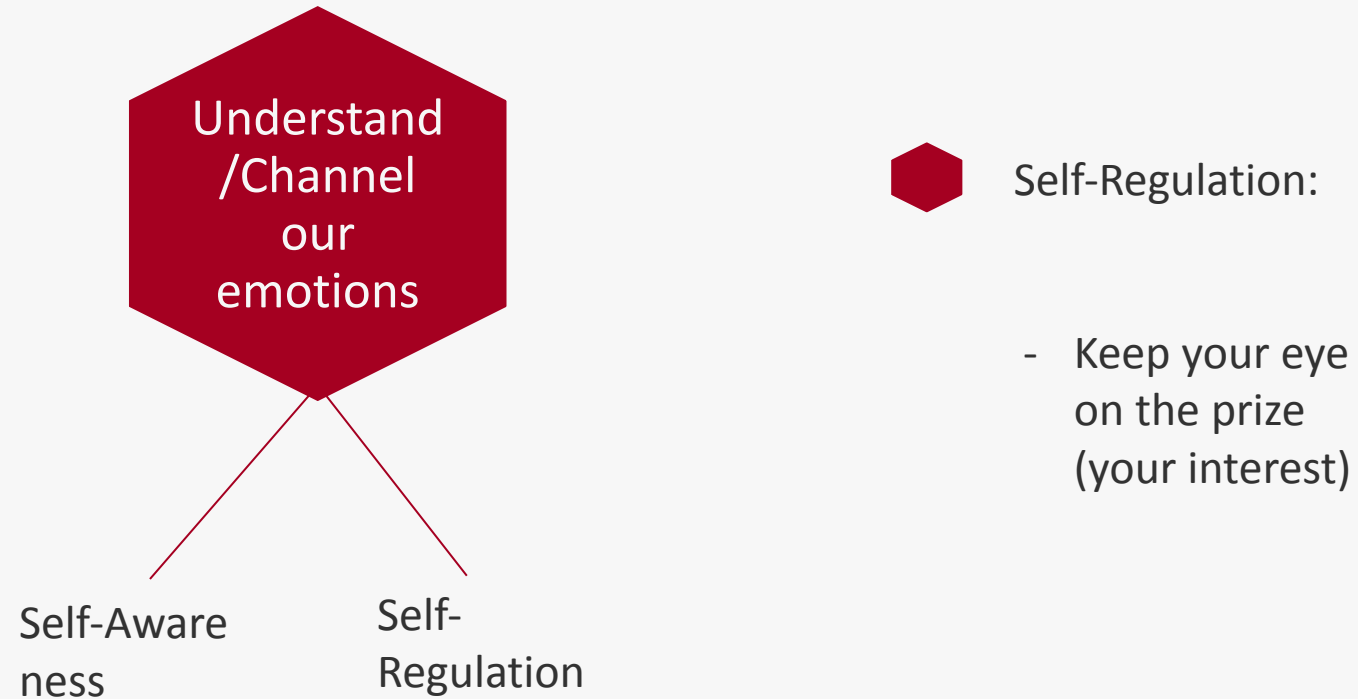


B- Channeling Emotions During the Negotiation Process





B- Channeling Emotions During the Negotiation Process





B- Channeling Emotions During the Negotiation Process

► Important! Yes, you are allowed to show your feelings, including anger...

... Just don't act upon them.



B- Channeling Emotions During the Negotiation Process

► Important! Yes, you are allowed to show your feelings, including anger...

“Occasional Anger” can be used as a negotiation tactic.



B- Channeling Emotions During the Negotiation Process

► Important! Yes, you are allowed to show your feelings, including anger...

Make sure to voice your anger using “I messages” even when you raise your voice.



B- Channeling Emotions During the Negotiation Process

► Important! Yes, you are allowed to show your feelings, including anger...

Avoid specific words such as:
Always, never, unfair...



B- Channeling Emotions During the Negotiation Process

► Important! Yes, you are allowed to show your feelings, including anger...

Avoid personal blame.

Thank you



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