





Module 3 – Problem Solving

Topic 2: Emotional Intelligence/Negotiation Skills

Session 3

“ 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 are going to explore the **5 main emotional concerns** to take into consideration during a negotiation and the **consequences of ignoring them** during the process.





Outline

- A- The 5 main emotional concerns during negotiation
- B- The risks of ignoring the main concerns

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.

A- The 5 main emotional concerns during negotiation



A- The 5 main emotional concerns in negotiation



Appreciation

- Do you feel the other person is belittling you?



A- The 5 main emotional concerns in negotiation



Appreciation

- Do you belittle or demean the other person?



A- The 5 main emotional concerns in negotiation



Appreciation

- Do you show signs of respect, such as allowing the other person to talk and feel listened to?



A- The 5 main emotional concerns in negotiation



Appreciation

- Do you feel the other party is listening to your point of view?



A- The 5 main emotional concerns in negotiation



Autonomy

- Do you feel you are forced to make a decision?



A- The 5 main emotional concerns in negotiation



Autonomy

- Do you use intimidation or threat to make the person do what you want them to do?



A- The 5 main emotional concerns in negotiation



Autonomy

- Do you involve the other party in the decision-making process and take their opinion?



A- The 5 main emotional concerns in negotiation



Autonomy

- Do you feel the other party is not involving you in the decision-making and not hearing your opinion?



A- The 5 main emotional concerns in negotiation



Connection

- Do you feel you the other party is becoming an adversary?



A- The 5 main emotional concerns in negotiation



Connection

- Do you feel you are trying to diminish the other party instead of trying to solve the problem?



A- The 5 main emotional concerns in negotiation



Power
status

- Do you feel the other party wants to have the upper hand regardless of the interest, objective, or end result?



A- The 5 main emotional concerns in negotiation

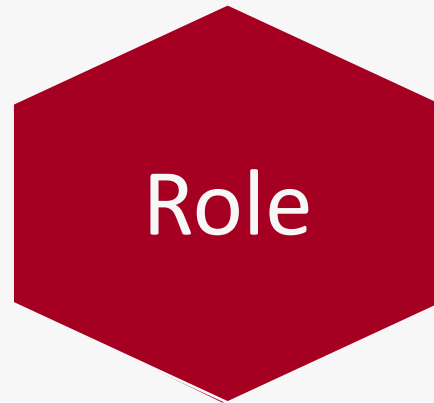


Power
status

- Do you feel you are urged to have the upper hand instead of keeping an eye on the prize, which is your interest?



A- The 5 main emotional concerns in negotiation



- Do you feel the other party is validating your role?



A- The 5 main emotional concerns in negotiation



Role

- Do you feel you are urged to have the upper hand instead of keeping an eye on the prize, which is your interest?

An aerial photograph of a small white boat with a blue stripe, sailing on a vast expanse of dark blue, textured water. The boat is positioned on the left side of the frame, leaving a small wake behind it.

B- The risks of ignoring Core Concerns



B- The risk of ignoring Core Concerns

- I am unappreciated
- I am treated as a colleague
- My autonomy is impinged
- My status is put down
- My role is trivialized and restricted



B- The risks of ignoring Core Concerns

► How do I feel?

Angry – Impatient – Disgusted
Resentful

Guilty and Ashamed

Remorseful - Embarrassed

Sad - Envious and Jealous

Anxious



A- The 5 main emotional concerns in negotiation

► How do I act?

I react negatively, contrary to my interests

I go it alone

I tend to think rigidly

I act deceptively and can be seen as
untrustworthy

Thank you



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