





# Module 3 – Problem Solving

Topic 2: Emotional Intelligence/Negotiation Skills

Session 4



# “ 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 find out how to **overcome anxiety** during the negotiation process and what are the **effects of positive emotions** on the outcome of a negotiation.





# Outline

- A- Managing anxiety with positive thinking
- B- The consequences of positive emotions during negotiation



## **A- Managing anxiety with positive thinking**





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► What happens when you feel nervous during negotiation?

You run away too soon.





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## A- Managing anxiety with positive thinking

► What happens when you feel nervous during negotiation?

You run away too soon.

You give up on your rights to get a way out.

You imagine worst-case scenarios and get a narrow vision





## A- Managing anxiety with positive thinking

- ▶ What causes anxiety during negotiation

An intimidating counterpart





## A- Managing anxiety with positive thinking

► What causes anxiety during negotiation

The lack of alternatives to a negotiated agreement



## A- Managing anxiety with positive thinking

► What causes anxiety during negotiation

Going unprepared/lacking negotiation skills



# A- Managing anxiety with positive thinking

▶ How to manage anxiety?

Persevere even if the situation is stressful. Use mindfulness techniques.





## A- Managing anxiety with positive thinking

► How to manage anxiety?

Remember the principles of interest-based negotiation and go very well-prepared.



## A- Managing anxiety with positive thinking

▶ How to manage anxiety?

Build alternatives to a negotiated agreement before going to a negotiation.





# A- Managing anxiety with positive thinking

▶ How to manage anxiety?

Visualize a win-win outcome and let that image brighten your day.





## A- Managing anxiety with positive thinking

► Remember!

Some shrewd negotiators try to make you feel nervous on purpose.

When you detect their manoeuvre, say it bluntly.



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.

## **B- The consequences of positive emotions during negotiation**



## B- The consequences of positive emotions on negotiation

- I am appreciated
- I am treated as an adversary
- My freedom to decide is acknowledged
- My high status is recognized where deserved
- My role is fulfilling; it includes activities that convince me that I can make a difference



## B- The consequences of positive emotions on negotiation

► How do I feel?

Enthusiastic – Caring - Compassionate

Content – Comforted - Pleased

Hopeful – Proud - Accomplished

Courageous – Calm – Relieved – Relaxed - Happy



## B- The consequences of positive emotions on negotiation

► How do I act?

I cooperate

I am willing to work toward a specific goal

I come up with solutions creative

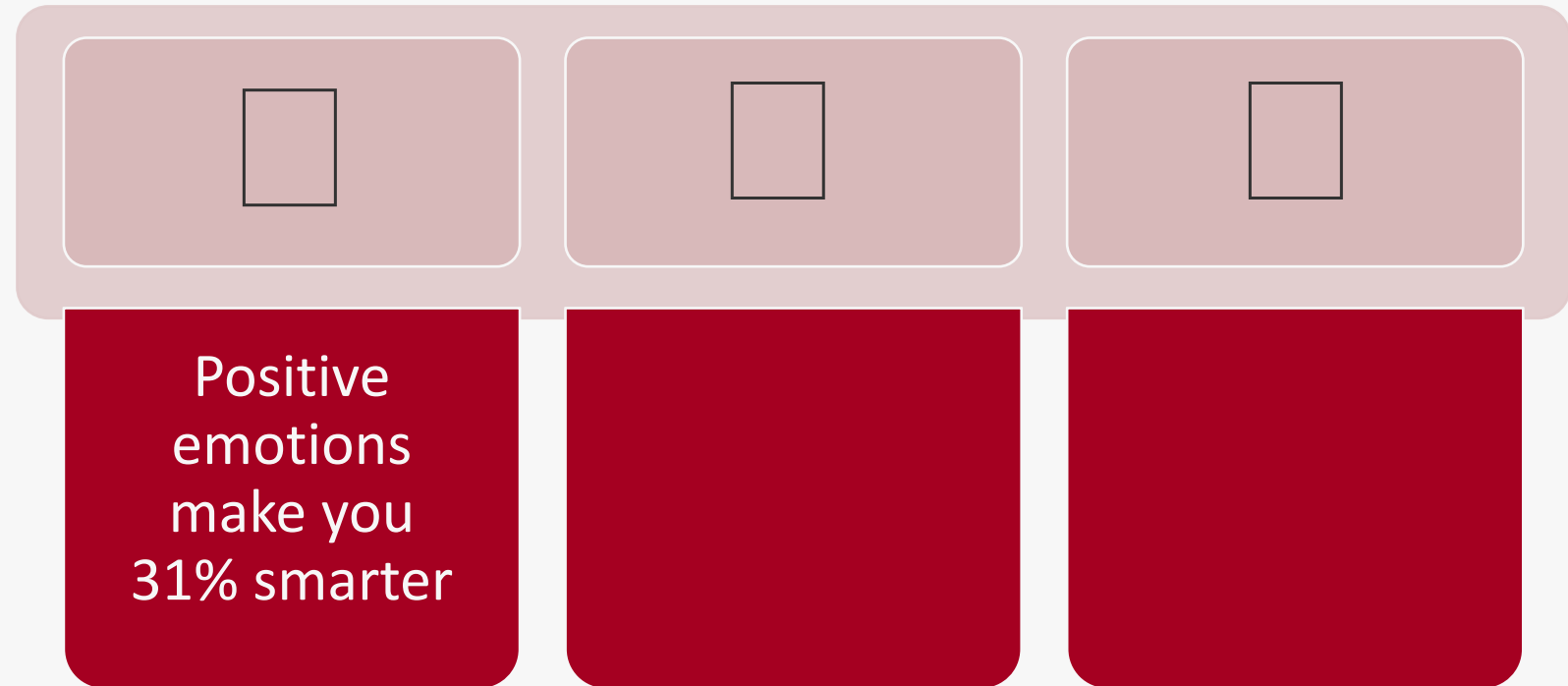
I am compelled to be trustworthy



## B- The consequences of positive emotions on negotiation



Remember!



## B- The consequences of positive emotions on negotiation



Remember!



Positive emotions make you 31% smarter



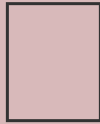
They allow you to pursue your interest without distractions



## B- The consequences of positive emotions on negotiation



Remember!



Positive emotions make you 31% smarter



They allow you to pursue your interest without distractions



They allow you to win

Thank you





# Contact us

[www.enicbcmmed.eu/projects/mysea](http://www.enicbcmmed.eu/projects/mysea)

## **The Lebanese Development Network (LDN)**

**Jal El Dib, Garden Building**

**Beirut - Lebanon**

**P.O.Box: 60-374 Jal El Dib, Lebanon**

**Tel: +961 4 716 433**

**Website: [www.ldn-lb.org](http://www.ldn-lb.org)**

**Email: [info@ldn-lb.org](mailto:info@ldn-lb.org)**

## **Centro Informazione Educazione allo Sviluppo (CIES) Onlus**

**Via Merulana 198 - 00185**

**Rome - Italy**

**Tel. +39 06 77264636 / +39 06 77264638**

**Website: <https://www.cies.it/progetti/mysea/>**

**Emails: [mysea.communication@cies.it](mailto:mysea.communication@cies.it)**

**[mysea.coordination@cies.it](mailto:mysea.coordination@cies.it)**