The Seven Strategies of Master Negotiators

The Power of Preparation

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Ladder of Knowledge

- INFORMATION
- SKILLS
- JUDGEMENT
- WISDOM

THE EIGHT CRITICAL DIFFERENCES BETWEEN EFFECTIVE SENIOR MANAGERS AND THEIR AVERAGE COUNTERPARTS
THREE INTELLECTUAL COMPETENCIES

- Planning/Causal Thinking
- Diagnostic Information Seeking
- Synthesizing/Theory Building

FOUR INFLUENCE COMPETENCIES

- Need/Desire to Influence
- Direct Influence
- Collaborative Influence
- Symbolic Influence

THE EIGHTH COMPETENCY

- Self-Confidence

Klemp & McClelland, 1986
Application

Real Life Case Study

BALANCING PREPARATION WITH FLEXIBILITY

Expect the Unexpected

INTERESTS VS. POSITIONS

The difference between interests and positions is one of the most crucial and difficult tasks for a negotiator to learn.

A position is stated in either/or language, e.g., the solutions will be either your solution or mine. Positional bargaining tends to be rigid and adversarial.
INTERESTS VS. POSITIONS

Interest-based bargaining tends to be much more creative and flexible because there usually are many interests underlying positions.

Research has demonstrated that interest based bargaining is ninety percent more likely to result in creative optimal solutions.

THE LAW OF FOUR

We are not ready to negotiate until we can identify four of our own and four of the other party’s interests.

Likewise, identifying at least four options can help lead us to optimal solutions that do not leave gains on the table.
CASE STUDY

YOU VS THE DEPARTMENT OF CONTINUING EDUCATION

Questions & Answers

ACTION PLAN

One thing I will start doing as a result of this workshop is: