ITHS | **Institute of Translational Health Sciences**
Accelerating Research. Improving Health.

Prepare for collaborative problem solving	
#1. Define your interests • What are your interests/goals? • What is important to you? • What is not important to you? **#2. Understand the other person's interests** • What interests does the other person have? • Separate the person from the problem • What is important to them? • What assumptions do you have? **#3. Identify shared goals** • What is a mutual purpose? • What are shared goals? • Do you have interests that differ but do not conflict?	**#4. Find a fair standard** • What are objective criteria you can use to help determine the outcome? **#5. Consider a range of acceptable outcomes** • What are possible solutions that could be acceptable? • Brainstorm ideas but don't make decisions • Do your interests exclude other acceptable solutions? Broaden them! • **Use a circle chart to brainstorm options** **#6. Reflect on communication styles under stress** • What is your communication style under stress? • Do you know what the other person's style under stress is? • **Take the "style under stress" test**
Conduct a negotiation	
#7. Discuss key issues in priority • Walk in with a clear idea of the issues • Start with most important issue • Lead with least controversial issue **#8. Encourage open dialogue** • Get relevant information on the table • Share interests • Share your facts and conclusions • Encourage reciprocity • Don't get stuck on your position • Allow space for a differing opinion **#9. Be an active listener** • What is the other person's viewpoint? • Don't interrupt or argue • Make acknowledgements and phrase them positively • Repeat your understanding	**#10. "Step out" of the conversation to move forward** • Are your statements in line with your interests? • Are you separating the person from the problem? • What impact are you having? • Is your communication under stress? • How is the other person reacting? • Is the other person's communication under stress? **#11. Repair dialogue** • Apologize if appropriate • Use "I don't intend, I don't mean"…statements • Find and state mutual purpose **#12. Find value out of conflict** • Focus on interests instead of positions to find a solution • What are areas of common ground you discovered? • Communicate common ground • What are the joint gains of the conflict?

ITHS RC Negotiation toolkit 9/12/2016