21 Tips for Effective Communicators and Negotiators

- Separate the people from the problem
- Be robust on the issues but respectful of the individuals
- Search for the underlying needs and concerns
- Look for mutual gains and common interests
- Avoid bottom line thinking
- Get into their shoes
- Remember the power of acknowledgment and recognition
- Help them save face
- Make a unilateral concession - Give to Gain
- Ask questions - what am I missing?
- Check understanding
- Keep an open mind - flexibility is vital
- Detoxify the language
- Challenge assumptions - and assume that each is trying their best
- Remember the Big Picture - what do you / they need?
- Go to the Balcony
- Create a Crisis at the Precipice?
- PAUSE!
- LISTEN!
- If you get stuck, call in a mediator