



better conversations
better outcomes

“It all happens at the margins”

Gaining an edge in negotiation: Ten tried and tested techniques



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1. **Show respect and courtesy** towards all those who are engaged in these discussions, whatever views they hold;
2. **Acknowledge** that there are many differing, deeply held and valid **points of view**;
3. **Listen carefully** to all points of view and seek fully to understand what concerns and motivates those with differing views from your own;
4. **Ask questions** for clarification when you may not understand what others are saying or proposing
5. Express your own views **with clarity and transparency** about objectives and interests;
6. Respond to questions with clarity and openness and, whenever you can, with **credible information**;
7. **Go to the balcony** and look towards the horizon...
8. Look for **common ground** and **shared interests** at all times;
9. Challenge assumptions on all sides and mainly yours;
10. Pause whenever the adrenalin pumps....