

Characteristics of Good Negotiators

“Seek first to understand, then be understood”

1. Giving non-verbal signals that indicate attention and interest.
2. Listening to all that the other person has to say rather than “tuning-out” half way to plan a response.
3. Being able to suspend judgment initially and concentrate on what is being said.
4. Avoiding personal interpretations and listening to what the speaker is really saying.
5. Verifying that the message has been received in the way the sender intended.

COMMUNICATION SKILLS USED BY GOOD NEGOTIATORS

Open-Ended Questions are intended to gather information from another in communication. An open-ended question allows another to elaborate his or her experience.

Reflecting content (paraphrasing) is listening accurately to another person and reflecting the essence of the content of the communication to the other side in your own words.

Summarizing is listening accurately to another person and reflecting the main points of the other’s communications in one to three sentences.

Empathy is the ability and willingness to be influenced by other people, to stand in their shoes and accept their feelings). By restating both feelings and content of the speaker, we demonstrate empathy (indicate you understand but you may not necessarily agree – explain why at appropriate time).

Reframing is the skill of understanding a speaker’s negative interest and restating it to them in a positive term.

Reflecting feelings is the skill of listening accurately to another and reflecting the feeling component (happy, sad, frustrations, fears, anger etc.) of the communication to the other in your own words. It involves stating succinctly a feeling that captures the emotion of the other.

Refocusing keeps the discussions in a negotiation on track

Assertive speaking skills are used for providing feedback, clarifying assumptions, requesting changes in behaviour and setting limits.