

Carers' Self Advocacy Toolkit

Preparing to negotiate checklist



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Negotiation is a way to influence others. It is a process where agreement or compromise is made. In a caring context, this could arise when you want to ask for a specific service. Negotiating is a normal and everyday part of life, within families, at school, at work, at home and in social places, as well as with *'the system'*.

As a starting point, write down what you want to achieve from the negotiation.

- What are your objectives?

Also ask yourself:

- What **must** you achieve?
- What would you **like to** achieve; i.e. what's your bottom line minimum you are willing to settle for?
- What would success feel like? How would you know when you had achieved your goal?

It's also worth asking what the objectives of the other 'side' may be and how they may see the situation.

Information

Once you have identified your specific objectives try and find out as much as you can about:

- The information you will need for this negotiation

- The information the other side will need from you
- What information (if any) each side has that may influence the outcome of the negotiation?

Concessions

Once you have written down your objectives ask yourself:

- What is the best deal I could realistically achieve in this negotiation?
- What is the likely outcome of the negotiation?
- At what point should I walk away from negotiation? (what is the minimum you will accept?)
- What concessions could I make that would still enable me to get a good result?
- What concessions could the other side make to enable them to get a good result?

Strategy

When we talk about the ‘strategy’ this is around things like your approach to the negotiation and *how* you will ask for what you want? What body language, tone of voice, non-verbal communication will you adopt? Who you take with you, and if so, who will say what? Put simply, how will you get your points across?

Having a strategy for your negotiation is useful as it can keep you on track at a time when you may be feeling very nervous and when others may have their own agendas.

We all influence (and therefore negotiate) in different ways and these are based on our personalities and traits. Some of us have a ‘tough guy’ approach that is confident and enjoys confrontation; others have a ‘best friend’ approach that tries to get agreement among everyone. You could be a ‘bull in a china shop’ that is quite bossy or an ‘idealist’ that shows vision and commitment in attaining goals. We can have more than one approach in our personality. Can you recognise yourself in any of these?

However, it’s also possible to ‘adopt’ an approach for the purpose of negotiation. For example, if you are naturally a ‘bull in a china shop’ perhaps your strategy would involve being more like a ‘best friend’ to soften your approach? If you are naturally more of an idealist, you might want to think about adopting a few ‘tough guy’ behaviours?

However for many people, being themselves is the best option especially if the stakes of the negotiation are high - and that is fine. But it’s worth pointing out that *if you do what you’ve always done, you’ll get what you’ve always got...*

<p>Tough Guy</p>  <ul style="list-style-type: none"> • Relishes debate • Confident • Can challenge • Is competitive 	<p>Best Friend</p>  <ul style="list-style-type: none"> • Co-operative • Involves others • Seeks consensus • Is trusting • appreciative
<p>Bull in a china shop</p>  <ul style="list-style-type: none"> • is directive • can be moralistic • usually tells people what to do • is prescriptive • is authoritative 	<p>Idealist</p>  <ul style="list-style-type: none"> • Visionary • Has self-belief • Shows commitment • Is enthusiastic • Can be inspirational

References

ACUA Influencing and negotiating - Self study pack – Coventry, University of Coventry/ACUA 2012, p22-23