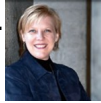


Some times dealing with conflict is a negotiation. Here are some tips that negotiation expert Jeanette Nyden shared via her newsletter.



I thought “Wow! This can be easily transferable to folks dealing with workplace tension and conflict!” So here you are! If you would like more negotiation tips, visit Jeanette’s web site www.jnyden.com

. She also has a book coming out Negotiation Rules! A Practical Approach to Big Deal Negotiations.

Best Practice #1 **Get past needing to compete**

Competition, while a part of the negotiation process, can destroy long-term relationships, which in turn can destroy your bottom line. Therefore, you must be able to balance competition against the desire to foster long term relationships.

Best Practice #2 **Get down to the real issue**

Separate the real issue the driving force of the negotiation from the all the less important issues that take up time. People lose valuable time and money chasing after non-mission-critical issues.

Best Practice #3 **Know and use your leverage**

Business people must know and use their leverage. Leverage is your ability to get a deal on your terms. If you want a deal on your terms, you must know and appropriately use your leverage.

Best Practice #4 **Don't assume that people will act in rational ways**

You cannot use rational arguments with people who have an emotional charge. It just doesn't work. Address the emotional argument. If it is not your strength, then find someone for whom it is.

Best Practice #5 **Things are not black and white.**

Americans in particular like to talk in terms of the bottom line, bullet points and principles. The reality of the situation is that what you are negotiating is not likely a black and white issue. There will be nuances and shades of gray.

Best Practice #6 **Don't let bad things linger**

This piece of advice got the most laughs as they all remembered times when matters got really ugly. Matters just get worse the longer they linger. They don't go away.

Best Practice #7 **Let bygones be bygones.**

People make mistakes. People also do really stupid things, like denying responsibility for their obvious mistakes. For the good of business, it is wise to let bygones be bygones.