

## **Handout for Negotiation Strategies week 7 : Listen and Learn**

### Negotiation Tips for Improving Ability to Listen

Here are three negotiation tips to help you align your behavior with your goal of being a better listener.

#### **1.Prepare.**

- ✓ Driven by anxiety, we tend to prepare for negotiation
- ✓ Writing down what we want to say. This practice sets us up to do lots of telling and little listening.
- ✓ List of questions rather than a list of arguments, you are more likely to do the smart thing and probe your counterpart's interests.

#### **2.Build a habit.**

- ✓ Tennis players don't try out a new backhand in the finals at Wimbledon. Yet often we wait for our most important negotiations to focus on changing our (non-)listening habits.
- ✓ The next time you find yourself disagreeing with someone. How many questions you can ask in a row without presenting your own point of view.
- ✓ You could even time yourself to see how long you can keep inquiring without giving your opinion.
- ✓ Set benchmarks for this exercise, and try to ask more questions each time.

#### **3. Use Pavlovian conditioning.**

- ✓ If you get some kind of reward for listening, you'll do it more. Here's an exercise to do with someone close to you
- ✓ Raise an ongoing dispute that you've had with him. Tell him that you're worried you don't understand his viewpoint well enough and that you want to learn more.
- ✓ Ask questions until you stop learning anything new and then summarize his view.
- ✓ Your goal should be to understand the person's perspective well enough, and summarize it fairly enough, that he says, "Yes, that's right!"

Now here's the hard part: Don't end by delivering your viewpoint. Instead, simply say, "Thanks for helping me understand." Then wait and see what he does next.