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Active Listening

This technique combines both questioning and listening skills.

Appropriate assertiveness

Appropriate assertiveness means being honest, direct, polite and persistent. It allows you to find ways to help others achieve their needs without giving up your own needs.

Bargaining phase

This is the phase where people work together to try and find a solution which satisfies each person.

Bridging words

Bridging words allow you to indicate that you understand what the other person is saying, but that you require more information.

Deadlock

Deadlock occurs in a negotiation when the people involved cannot reach an agreement.

Empathy

Empathy is seeing things from another person's perspective and understanding how he or she feels.

Encouraging noises

Encouraging noises is a useful way to prompt someone to give you more information, without asking a direct question.

See also [Expanders](#)

Ending with commitment phase

A negotiation finishes only when an agreement has been reached. Your commitment to the agreement then begins and does not finish until all the terms and conditions of the agreement have been met.

Expanders

Expanders are a useful way to get extra information from another person (For example, who, what, why ...)

See also [Encouraging noises](#) .

If ... what ... questions

Negotiation often involves trading one thing for another. 'If ... what ... questions' are the basis of this trading.

Needs analysis phase

In this phase you need to check that your assumptions regarding the other person's needs and concerns are correct.

Negotiation

Negotiation is the process of working together to find the best possible solution for everyone concerned.

Preparation Chart

Preparation charts are useful for analyzing a situation. Allows you to write down goals, needs, concerns, and options for both you and the person you will negotiate with.

Preparation phase

During this phase you need to gather information, and decide on goals, needs, concerns, and options both for you and the person you will negotiate with.

PROBE

PROBE stands for the five phases in a negotiation:

Preparation

Rapport building

Other person's needs analysis

Bargaining

Ending with commitment

Rapport building phase

It is important to begin a negotiation on good terms. This means you must make the other person feel comfortable, and show interest in what is important to the other person.

Rephrasing statements

Rephrasing statements are a useful way to clarify that you understand what the other person is saying. It allows the other person to provide additional information.

TQM

Abbreviation for Total Quality Management - a method for achieving team-building amongst employees of an organization.

