

Deal Making: Avoiding Flight, Fight or Freeze When Negotiating

Educational Travel
Consortium

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Negotiation as a Problem-Solving Process



- Opportunity
- Phases
- Focus

Negotiation Confidence – Self Regulation



- Know your triggers – have a plan
- SBNRR
- Power Poses

Negotiation Confidence – Effective Engagement



Most people do not listen with intent to understand, they listen with intent to reply.

Stephen R. Covey

(author, educator, businessman)

Negotiation Confidence – Intentional Attention



- Demonstrate your focus on your counterpart
- Clarifying Questions – “What” and “How”
- Effective Summarizing and the power of “That’s right”

Negotiation Confidence – Practice



- Review the facts
- Make a list of “How” and “What” questions you can ask
- Consider questions you may be asked and how you would answer

Negotiation Confidence – Treasure Hunt



*Always listen in between
the seams of someone's
answer.*

Tim Russert

(Television Journalist)

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Negotiation Confidence – Engage Effectively



Have a conversation with your counter part

Each of you gets 5 minutes of asking questions

How much can you learn?

Negotiation Confidence – Engage Effectively



Negotiation – Review and Next Steps



You can tell whether a man is clever by his answers. You can tell whether a man is wise by his questions.

Naguib Mahfouz
(writer, Nobel laureate)

Feedback and Contact Information



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