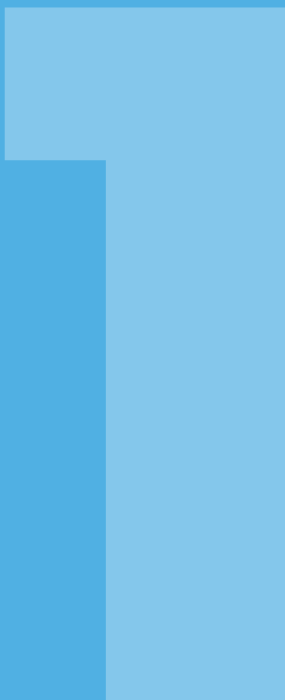


PUTTING INFORMATION TO WORK

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Excerpt from Chapter 1 of
NEGOTIATING AT WORK
Turning small wins into big gains

PUTTING INFORMATION TO WORK

01 Remember: Information is power

- ▶ The more information you have entering a negotiation, the more confidence and power you bring to the table:
 - Set high aspirations. This helps expand your search for information, increasing the likelihood that you will find information you can use to your benefit. Additionally, searching out good information will prompt you to raise your aspirations.
 - Remember: “Yes, and...” By keeping the *and* in mind, you stay open to creative possibilities. Ask yourself, “What would allow me to say yes?”

02 Benchmarking: The what

- ▶ Collect data: Gather information from websites, news articles, and other sources.
- ▶ Leverage your network, inside and outside your organization:
 - Learn what types of issues are negotiable in your organization
 - Understand the range of possible outcomes — from salary to support staff, scope, resources, and other rewards

03 Understanding your counterpart: The who

- ▶ Reflect on your own experiences with your counterpart (if applicable):
 - What is his communication style?
 - What approaches have you found successful in the past?
- ▶ Gather data from others in your network
 - What is her negotiating style? What are her priorities, pressures, biases, and assumptions that could play into your negotiations?
 - How does he like to hear things? As problems? Solutions? Choices?