

Negotiating Psychology

SkillBrief

- Put aside personal feelings about management's negotiators.
- Don't show emotion unless it's pre-planned.
- Present yourselves as one unified team, not as a collection of individuals or representatives of separate departments or classifications.
- Look for divisions on management's side.
- Work from Union proposals as the basis for discussion.
- Don't let fatigue or frustration wear you down.
- Build momentum by starting with easy items you can agree on.
- Don't settle special interest issues before major issues facing the whole group.
- Acknowledge management for compromising.
- Don't guess at management's position.
- Don't ask questions that might narrow or limit workers' rights and benefits.
- Attempt to involve as many workers as possible to speak to specific issues related to the bargaining issue.
- Challenge management to prove its claims, and make a campaign issue of its failure/refusal to do so.