**The Art of Negotiation: As Informed by the Science**

**Moves and Turns**

**Process**:

1. **Note**: Please see page 2 for the table you will use to complete this activity.
2. Small Group Discussion 1: Complete Column 1 by providing two examples of this move. Bonus points if the example speaks to others in your group.
3. Back to the Big Group: Let’s compare notes on the moves and get a briefing from Kelly on the concept of Turns.
4. Small Group Discussion 2: Complete column 2 by identifying a Turn for each specific MOVE example. Bonus points if you can come up with the language one could use in the moment.
5. Back to the Big Group for sharing and summary.

**Note**: For the Turn conversation, here are the 6 Turns that Kelly talked about in the main session:

* Interrupt the Action – take a quick break.
* Reject the Positioning - “I’m surprised you said that.”
* Question the Move – suggest puzzlement about a move. “What really concerns you?”
* Correct the Impression – substitute a different version or motivation. “I can see why you might think that and. . .”
* Divert to the Proposal – shift the focus to the problem itself. “How would you make it work?”
* Use Role Reversal – “If you were in my shoes, what would you do?”

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| --- | --- | --- |
|  | **Column 1** | **Column 2** |
|  | Create 2 good examples of this MOVE from your own experience | For each of the MOVES in column 1, identify one good TURN. Be specific. . . what would you actually SAY? |
| **Challenging Competence or Expertise**Example: Your fees are way out of line with what you deliver. | 1 |  |
| 2 |  |
| **Demeaning Ideas**Example: You can’t be serious.  | 1 |  |
| 2 |  |
| **Criticizing Style**Example: Don’t get upset.  | 1 |  |
| 2 |  |
| **Making Threats**Example: Cut your rates or there is no deal.  | 1 |  |
| 2 |  |
| **Appealing for Sympathy or Flattery**Example: I know you won’t let me down.  | 1 |  |
| 2 |  |
|  | **Please come back to the big group for discussion of all the MOVES, before we move onto the TURNS (Column 2)** |  |