
Tips for Establishing Trust

PLANNING

Developing strategy and defining positions and needs

Tactical Approach

Negotiating becomes an art when tactics are used appropriately and creatively to build sustaining agreements. Your tactical approach is the strategy you will use to determine how you will engage the other party in the negotiation process to successfully satisfy your needs. There are many tactics you can use in planning and conducting the negotiation. Trust, power and level of cooperation are three critical tactical areas that will be covered here.

Trust

Trust is the degree of confidence one has with the integrity and honesty of another. In negotiations this shows up by how truthful and open all parties are with their information, and the confidence each has in the others keeping commitments.

If you have:

More Trust	Less Trust
<ul style="list-style-type: none">• <i>Be open and straightforward</i> about: your underlying needs, your decision authority, the value of alternative currencies for you, or your agreement expectation.• Accept information at face value.• Generally be more collaborative.	<ul style="list-style-type: none">• <i>Be cautious on revealing:</i> your underlying needs, your decision authority, the value of alternative currencies for you, or your settlement expectation.• Probe for undisclosed information.• Generally be more competitive.• You may state that you are uncomfortable disclosing certain information.

TIP: *Never negotiate with a stranger. Build a relationship. Create an environment of trust.*