

## **Basics of Effective Negotiations**

Table G.6 From debate towards dialogue

Debate			Dialogue
1	Competition with a single winner or only losers (either-or thinking; short-term orientated)	$\rightarrow$ $\rightarrow$	Cooperation where everyone could be a winner (and-and thinking; longer term orientated)
2	Egocentric where the other is a threat or a means to personal gain	$\rightarrow$ $\rightarrow$	Empathetic where the other party is seen as an opportunity and represents an intrinsic interest
3	Putting yourself in a better light	$\rightarrow$ $\rightarrow$	Being yourself
4	Speaking while others must listen	$\rightarrow$ $\rightarrow$	Listening to others before speaking yourself
5	Persuading	$\rightarrow$ $\rightarrow$	Convincing
6	Confrontational, combative and destructive, seeking out weaknesses and set on proving the other wrong while negating commonalities	$\rightarrow$ $\rightarrow$	Constructive, showing mutual understanding and respect so as to find commonalities from which to approach differences
7	A closed and defensive attitude because you have sole access to the truth	$\rightarrow$ $\rightarrow$	A vulnerable attitude because many truths exist, where all parties are open to criticism about their performance in order to learn from each other
8	Taking and keeping	$\rightarrow$ $\rightarrow$	Giving and taking
9	Divide and rule	$\rightarrow$ $\rightarrow$	Share and serve
10	Separate/isolated responsibilities	$\rightarrow$ $\rightarrow$	Shared responsibilities

Source: Kaptein and Van Tulder, 2003; Van Tulder with Van der Zwart, 2006