How to conduct oneself in business
(and everywhere else)
http://www.gerryspence.com/howtoargue.html
Principles of Interpersonal Leadership

Paradigms of Human Interaction

– Win
– Win/Lose
– Lose/Win
– Lose/Lose
– Win/Win

http://www.leaderu.com/cl-institute/habits/habit4.html
Principles of Interpersonal Leadership

• Win
  – Win at all costs. Other people don't matter.
  – The most common approach in everyday negotiation

• Win/Lose
  – Use of position, power, credentials, possessions or personality to get one's way.
  – The win/lose mentality is dysfunctional to interdependence.

• Lose/Win
  – Lose/Win people are quick to please or appease.
  – Capitulation -- giving in or giving up.
  – Note. Many executives, managers and parents oscillate between Win/Lose and Lose/WIN.

• Lose/Lose
  – Result of encounters between two Win/Lose individuals.
  – Also the philosophy of highly dependent people.

• Win/Win
  – Agreements or solutions are mutually beneficial
  – A belief in the Third Alternative -- a better way
Principles of Interpersonal Leadership

• Which Option is Best?
  – Most situations are part of an interdependent reality.
  – Win/Win solutions are synergistic.

http://www.leaderu.com/cl-institute/habits/habit4.html
Five Dimensions of Win/Win

• **Character.** The foundation of Win/Win
  – Integrity. The value we place on ourselves.
  – Maturity. The balance between courage and consideration.
  – Abundance Mentality. There is plenty out there for everybody.

• **Relationships.** Courtesy, respect and appreciation for the other person and his point of view.

• **Agreements.** Cover a wide scope of interdependent action.
  – Desired results
  – Guidelines
  – Resources
  – Accountability
  – Consequences

• **Supportive Systems.** Reward systems must reflect the values of the mission statement.

• **Processes.** The route to Win/Win:
  – See the problem from another point of view.
  – Identify the key issues and concerns involved.
  – Determine what results would constitute a fully acceptable solution.
  – Identify possible new options to achieve those results.

http://www.leaderu.com/cl-institute/habits/habit4.html
Companies who teach WIN-WIN

WHAT ARE
your business challenges?

http://www.winwinpartner.com/
Negotiation

• Competitive vs Collaboration Negotiation
Competitive Negotiation

• The approach is to treat the process as a competition that is to be won or lost.
• Zero-sum game
• Relationship between the people is unimportant
• May lead to aggression and deception
• Classic examples:
  – Buying a car,
  – Salary arbitration in certain companies

http://changingminds.org/disciplines/negotiation/styles/competitive_negotiation.htm
Collaborative Negotiation

• Finding things of value to both parties
• Creating a win-win situation
• Both parties can leave feeling that they have gained something of value
• Fairness
• Joint Problem Solving
• Transparency and trust
• Partnering
• When the other person is competitive, show strength, be assertive, be adult

http://changingminds.org/disciplines/negotiation/styles/collaborative_negotiation.htm
http://www.gerryspence.com/howtoargue.html
Other References on Win-Win

- [http://www.stephencovey.com/7habits/7habits-habit4.php](http://www.stephencovey.com/7habits/7habits-habit4.php)
- [http://www.winwenger.com/winwin.htm](http://www.winwenger.com/winwin.htm)
- [http://sunset.usc.edu/research/WINWIN/index.html](http://sunset.usc.edu/research/WINWIN/index.html)
- [http://www.mindtools.com/CommSkll/NegotiationSkills.htm](http://www.mindtools.com/CommSkll/NegotiationSkills.htm)