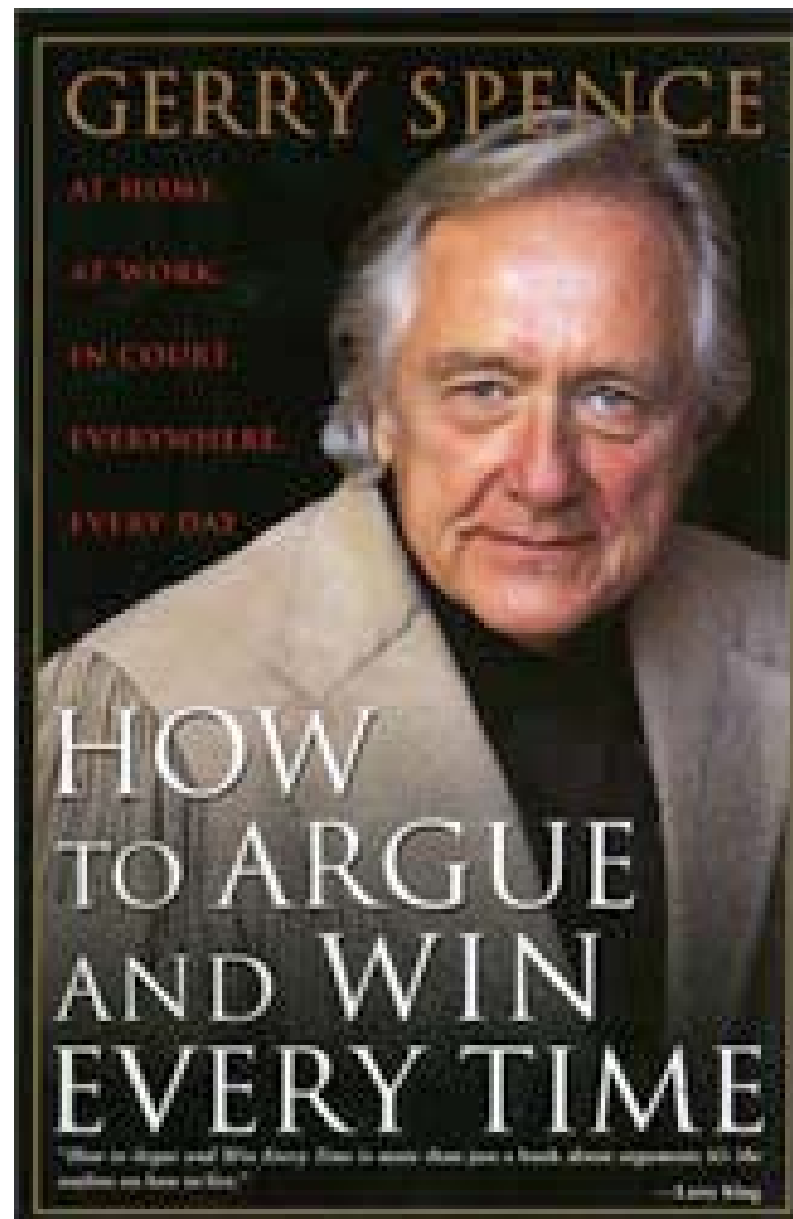


How to conduct oneself in
business
(and everywhere else)



<http://www.gerryspence.com/howtoargue.html>

Principles of Interpersonal Leadership

Paradigms of Human Interaction

- Win
- Win/Lose
- Lose/Win
- Lose/Lose
- Win/Win

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

<http://www.leaderu.com/cl-institute/habits/habit4.html>

Principles of Interpersonal Leadership

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

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

winwin

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purchasing and procurement →
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<http://www.winwinpartner.com/>

Negotiation

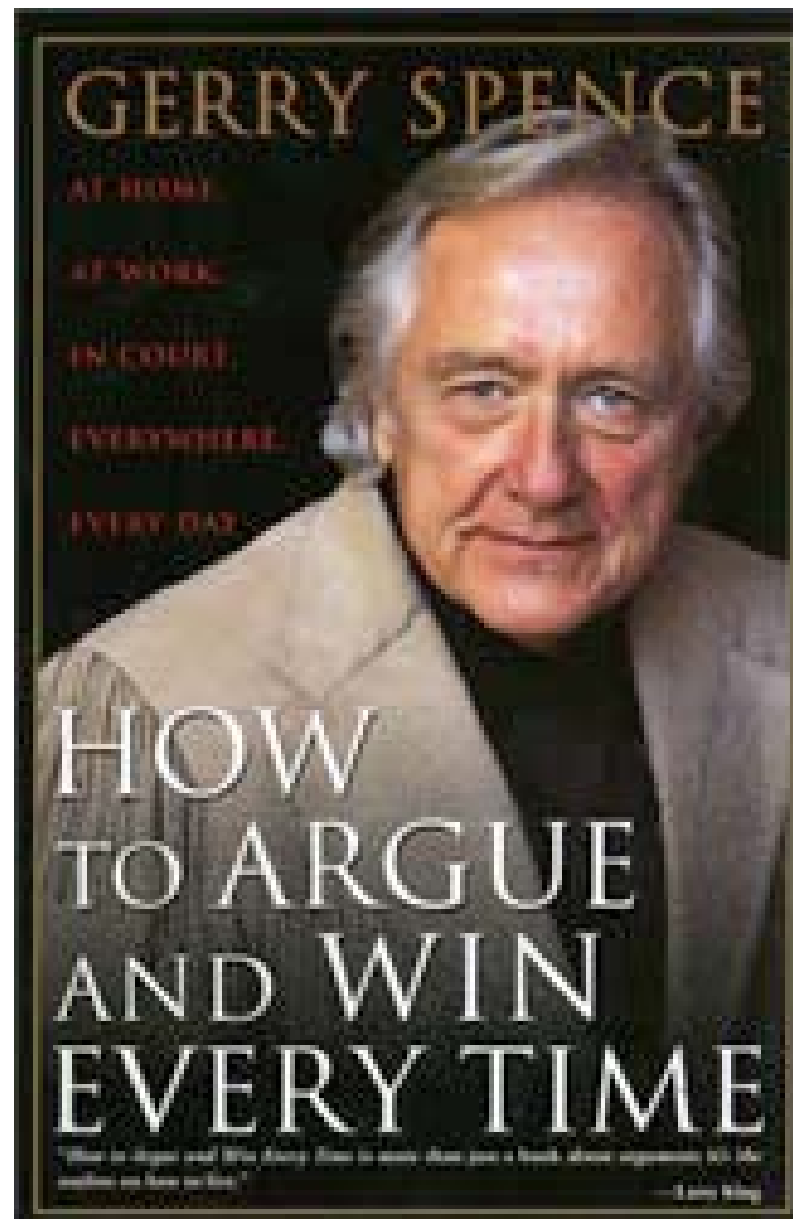
- Competitive vs Collaboration Negotiation

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

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://www.gerryspence.com/howtoargue.html>

Other References on Win-Win

- <http://www.leaderu.com/cl-institute/habits/habit4.html>
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