

QUESTIONS ON GETTING TO YES
INTRODUCTION

1. Give examples of negotiations.

2. What is negotiation?

3. Why is conflict a growth industry:

4. When people differ, how do they handle their differences?

5. How do people reach most decisions?

6. How are a lot of court cases handled?

7. What are 2 standard negotiating strategies?

8. What is a Third Way to negotiate? Describe it.

CHAPTER 1 - THE PROBLEM

1. What is positional bargaining?
2. What useful purpose is served in taking a position?
3. List 3 reasons and explain them why the author rejects arguing over positions as a way to negotiate.
4. Why is positional bargaining hard when many parties are involved?
5. Why is being nice no answer?
6. What are the 4 elements of principled negotiation or negotiation on merits?

CHAPTER 2 - THE METHOD: SEPARATE THE PEOPLE FROM THE PROBLEM

1. What is one basic fact about negotiation?
2. How can the human element help or harm negotiations?
3. What are the 2 main interests of negotiations?
4. Explain clearly how can the relationship become entangled with the problem?
5. Explain clearly how positional bargaining puts the relationship and the substance in conflict.
6. What 3 categories of thinking will help deal with people problems in negotiations?
7. How will perception of the other side help in negotiations? How can your own perceptions influence negotiations?

8. How do emotions play a role in negotiations?

9. How does communication play a role in negotiations?

10. Now can good communication be established?

11. How can people problems be prevented in the first place?

CHAPTER 3 - FOCUS ON INTERESTS AND NOT POSITIONS

1. How can a wise solution be reached?

2. How do interests define the problem?

3. What does the author say about landlord/tenant relations for understanding these deep-seated interests and how they are similar and how they conflict?

4. What is the best way to go beyond positions to identify interests?

5. What are the most powerful interests?

6. Why are basic human needs often overlooked in negotiations?

7. If you are a disputant in a conflict should you mention your interests?

8. Why should you give your interests and reasoning first and your conclusions and proposals later?

9. Why should people in a conflict look forward not backward?

10. How can you be concrete but flexible?

11. Why is it good to be hard on the problem and soft on the people?

CHAPTER 4 - INVENT OPTIONS FOR MUTUAL GAIN

1. Why is it good to be able to invent creative options in negotiations?

2. What are the obstacles that inhibit invention of options?

3. How can you invent creative options? Summarize the 4 ways suggested by the authors.

4. Use these 4 criteria to analyze a conflict you've been in or heard about.

CHAPTER 5 - INSIST ON USING OBJECTIVE CRITERIA

1. Why is negotiating on the basis of will ineffective?

2. Why is negotiating on the basis of objective criteria preferable?

3. How does an episode during the law of the Sea Conference illustrate the merits of objective criteria?

4. What are some objective criteria and fair standards?

5. What are fair procedures?

7. How do you negotiate with objective criteria?

CHAPTER 6 - WHAT IF THEY ARE MORE POWERFUL?

1. When the power imbalance in negotiations is great what can you do?

2. What does BATNA mean?

3. Why is having a clear BATNA so important?

4. What examples does the author use to point out how to make the most of your assets?

5. How can you develop your BATNA?

6. How can you think about the other side's BATNA

CHAPTER 7 - WHAT IF THEY WON'T PLAY?

1. What are 3 ways to focus attention on the merits of the case rather than on each side maximizing their gains?

2. List all the steps and explain how to play negotiation jujitsu.

3. What is the one-text procedure?

4. How would an architect using the one-text procedure resolve a conflict?

5. How and why is one-text procedure used in many different negotiations?

CHAPTER 8 - WHAT IF THEY USE DIRTY TRICKS?

1. How can you negotiate about the rules of the negotiations?

2. What are 3 common tricky tactics?

3. What are some types of deliberate deception?

4. What are some positional pressure tactics designed so only one side can make concessions?

5. How can you avoid being a victim?

