NEGOTIATION SKILLS FOR IN-HOUSE LAWYERS

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THANKS TO OUR SPONSOR

WHAT MAKES A GOOD NEGOTIATOR?

• RECOGNIZE THAT LIFE IS A NEGOTIATION.
• LEARN, EMBRACE, AND FLEX YOUR OWN STYLE.
• PLAN … THEN PLAN SOME MORE.
STRICT PlanING

- UNDERSTAND THE CONTEXT.
- KNOW THE TEAM—ON BOTH SIDES.
- KNOW THE DOCUMENTS.
- ANTICIPATE.

SET THE TONE

- BUILD RELATIONSHIPS EARLY BY:
- GIVING REAL INTRODUCTIONS.
- MAKING SMALL TALK.
- USING NAMES.
- DON’T ASSUME.
- LISTEN INTENSELY …
- AND PROVE IT.
SET THE TONE – COVID

- HARDER WHEN VIRTUAL.
- KEEP CAMERAS ON.
- FIND SHARED EXPERIENCE.
- 2020.
- DEFER CONTENTIOUS ITEMS.

MAINTAIN THE TONE

- Ask open-ended questions.
- Ask follow-up questions.
- Always lead with the positive.
- Always explain why or why not.
TIPS FOR THE NEGOTIATION TABLE

USE YOUR BACK POCKET

• Not every compromise needs to be offered up front.
• Be strategic on when (and how) to make them.

BREAK BIG CONCERNS DOWN

• Show empathy.
• Create more compromise.
• Build momentum.

EVERY COMPROMISE MATTERS

• EVEN SEEMINGLY SMALL CONCESSIONS CREATE POSITIVITY.
• DON’T BE AFRAID TO GET CREDIT FOR ALL WE DO.
GIVE A FAST NO (IF TRULY NECESSARY)

• MANAGEMENT IS CUSTOMER-CENTRIC; YOU SHOULD BE TOO.

• BUT IF SOMETHING’S NOT POSSIBLE, SAY SO QUICKLY.

FRAME A FRIEND

• PEOPLE RESPOND DIFFERENTLY TO THE SAME CHOICE BASED ON HOW IT’S PRESENTED.

• LEARN TO THINK FROM THEIR PERSPECTIVE.

• TRY TO OFFER ALTERNATIVES.
NEVER CREATE AN ENEMY

• WHEN EMOTIONS RUN HIGH, KNOW THAT THE OTHER SIDE ISN'T THE PROBLEM—THE UNRESOLVED ISSUE IS.

• USE A LABEL TO VALIDATE, DIFFUSE THE EMOTION.

• TAKE A STEP BACK AND FOCUS ON THE OVERALL GOAL.

• STAY SOLUTION-FOCUSED.

THANK YOU!

WE HOPE THIS HELPS YOU ACHIEVE ALL YOUR GOALS, PROFESSIONALLY AND PERSONALLY!