



Center for Restorative Justice & Peacemaking

An International Resource Center in Support of Restorative Justice Dialogue, Research and Training

Conflict Negotiation: Skills Checklist

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1. Don't Bargain Over Positions

2. Separate the People from the Problem

Pay attention to the relationship
Put yourself in their shoes
Discuss perceptions
Involve them in the process
Help save face
Recognize emotions

Allow them to let off steam
Use symbolic gestures
Active listening
Speak about yourself
Build a working relationship
Face the problem, not the people

3. Focus on Interests, Not Positions

Ask why? Why not?
Recognize multiple interests/human needs
Make your interests come alive
Acknowledge their interests as part of the problem

Put the problem before the answer
Look forward, not back
Be concrete
Be hard on the problem, soft on the people

4. Invent Options for Mutual Gain

Separate inventing from deciding
Broaden your options/brainstorming
Look through the eyes of different experts
Invent agreements of different strengths

Change the scope
Identify shared interests
Ask for their preferences
Make their decision easy? Who/what

5. Use Objective Criteria

Fair standards
Fair procedures
Joint search for objective criteria
Negotiate appropriate standards
Never yield to pressure, only to principle