



# “Settle the Claim!”



## Negotiation Exposed Matrix

### NEGOTIATION STYLE COMPARISON

<b>Distributive</b>	<b>Soft</b>	<b>Principled</b>
<b>Adversaries</b>	<b>Friends</b>	<b>Problem solvers</b>
<b>Goal = Victory</b>	<b>Goal = Agreement</b>	<b>Goal = Wise outcome</b>
<b>Demand concessions</b>	<b>Make concessions</b>	<b>Separate people from problems</b>
<b>Distrust others</b>	<b>Trust others</b>	<b>Proceed independent of trust</b>
<b>Make threats</b>	<b>Make offers</b>	<b>Explore interests</b>
<b>Mislead</b>	<b>Disclose bottom line</b>	<b>Avoid having bottom</b>
<b>Demand one-sided gain</b>	<b>Accept one-sided loss</b>	<b>Invent options for mutual gain</b>
<b>Try to win contests of wills</b>	<b>Try to avoid contests of wills</b>	<b>Try to reach result based on standards</b>
<b>Apply pressure</b>	<b>Yield to pressure</b>	<b>Yield to principle, not pressure</b>

U.S. Army

### NEGOTIATION STYLE APPROACHES

<b>Competition</b>	<b>Avoidance</b>	<b>Accommodation</b>	<b>Collaboration</b>	<b>Compromise</b>
<b>Distributive</b>	<b>Soft</b>	<b>Soft</b>	<b>Principled</b>	<b>Intermediate</b>
<b>Domination-Alienating</b>	<b>Interests being threatened</b>	<b>Minimize Your interests</b>	<b>Work towards equal value</b>	<b>Compromised results – revisited</b>
<b>Win-Lose</b>	<b>Lose-Lose</b>	<b>Maximize Opponents Interests</b>	<b>Win-Win</b>	<b>Between Win-Win &amp; Lose-Lose</b>
<b>One Side Claiming Value</b>	<b>Sabotaging Negotiation</b>	<b>Accommodating others at the expense of yours</b>	<b>Positive Collaborative Attitude</b>	<b>Both Settle for less than their goals</b>
<b>Extremely Negative Consequences</b>	<b>Strives for outcome unsuitable/everyone</b>	<b>Can minimize ones interests to a dangerous level</b>	<b>Both sides walkaway feeling successful</b>	<b>Neither side maximizes goals</b>