



Communication in negotiations

on the basis of Z. Nęcki – Business negotiations

Transfer, adaptation and implementation of innovative solutions in developing students' skills in schools of construction in the area of vocational foreign language, personal and social competencies, within the framework of cooperation network



The most important feature of the message is **the selection of arguments**

Message effectiveness depends

**ON REPEATING THE
SIGNIFACT CONTENT**

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É **Get to know yourself** -
i.e. your qualities and
flaws

É **Learn how to** control
your emotions

É **Watch** your
surroundings

É **Don't be afraid** of the
benefits of a difference
of opinion

É **Change** roles with
your interlocutor

É **Listen** actively

É **Don't criticise**
people, criticise
matters

É **Speak** briefly, clearly
and objectively

Communication and manipulation

É Promise - If you listen to me,
you will get a reward!

É Threat - If you don't listen to
me, I will punish you

É Divination - if you listen to me,
everything will work out just
fine

É Show fondness - listen to me,
because we like each other,
don't we?

É Appeal to gratitude - you should
listen to me because of what I
have done for you

Manipulation (continued)

- **Blaming** - if you don't obey, you will make me suffer
- **Condemnation** - only a silly person would not listen to me
- **Warning** - if you don't listen to me - you will suffer
- **Manipulation with punishment** - demonstrative anger, aggression
- **Manipulation with reward** - gifts

EVERY NEGOTIATION
IS A **CONVERSATION**
EVERY
CONVERSATION IS A
TYPE OF
NEGOTIATION
EVERY **PERFECT LISTENER**
(NEGOTIATOR) IS
EMPATHIC, POSITIVE,
AUTHENTIC (HONEST)

Principles of good NONVERBAL communication

É POLITENESS,
KINDNESS
É APPROVAL -
RESPECT
É MODESTY
É AGREEABILITY
É CURIOSITY ó
SINCERE INTEREST
IN THE PROBLEM
É TALKATIVE

NONVERBAL COMMUNICATION

**É IMPRESSION OF
CLOSENESS -
PHYSICAL DISTANCE**

É EYE CONTACT

**É POSTURE (DEFENSIVE
OR RELAXED
POSTURE)**

**É APPEARANCE,
CLOTHES, MAKE-UP**

**É GESTURES, FACIAL
EXPRESSIONS**

VERBAL COMMUNICATION

É KNOW YOURSELF
É ATTEND TO DETAILS
E.G. PUNCTUALITY
É DO NOT PREJUDGE
É BE AWARE OF THE
MOMENTS OF
DECONCENTRATION
É MAKE SURE TO TALK
SENSE
É DO NOT
UNDERESTIMATE
QUESTIONS

VERBAL COMMUNICATION

É RESPECT THE FEELINGS
OF THE OTHER PARTY

É DO NOT BE AFRAID OF
DISAGREEMENT

É BEWARE OF HOW YOU
EXPRESS YOUR
DISAGREEMENT

É PUT YOURSELF IN YOUR
OPPONENTS' POSITION

É SPEAK CLEARLY AND TO
THE POINT, DO NOT
OFFER ADVICE

- É 1) **SMILE ALWAYS MAKES COMMUNICATION EASIER**
- É 2) **TREATING YOUR NEGOTIATION PARTNER AS AN IMPORTANT PERSON IS A KEY TO RESPECT AND GOOD WILL**