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 - Handling Public Pressure and Negotiation Skills

Some Principles and Lessons from Experience

Why Negotiation is Important?

- Something that starts from Day 1 of your job
- We live in a functional democracy and everyone's opinion is to be heard
- The process of Development is not unilateral and has to be bilateral.
- There is always a distrust in power among the people and we need to negotiate our ways.
- Ultimately we are accountable to people and we should realise that we are on the same side although it's not understood easily.

Many Principles of Negotiation

- There are many of those in the market
- Few of them suit the Governance needs.
- Unlike Corporate Negotiations or personal Negotiations, in Government Negotiation there is a lack of personal element to it.
- Government Negotiations tend to have long term impact even for a small matter
- Precedence would be set based on the negotiations and hence its important to look out.



General Situations that would arise in a Negotiation

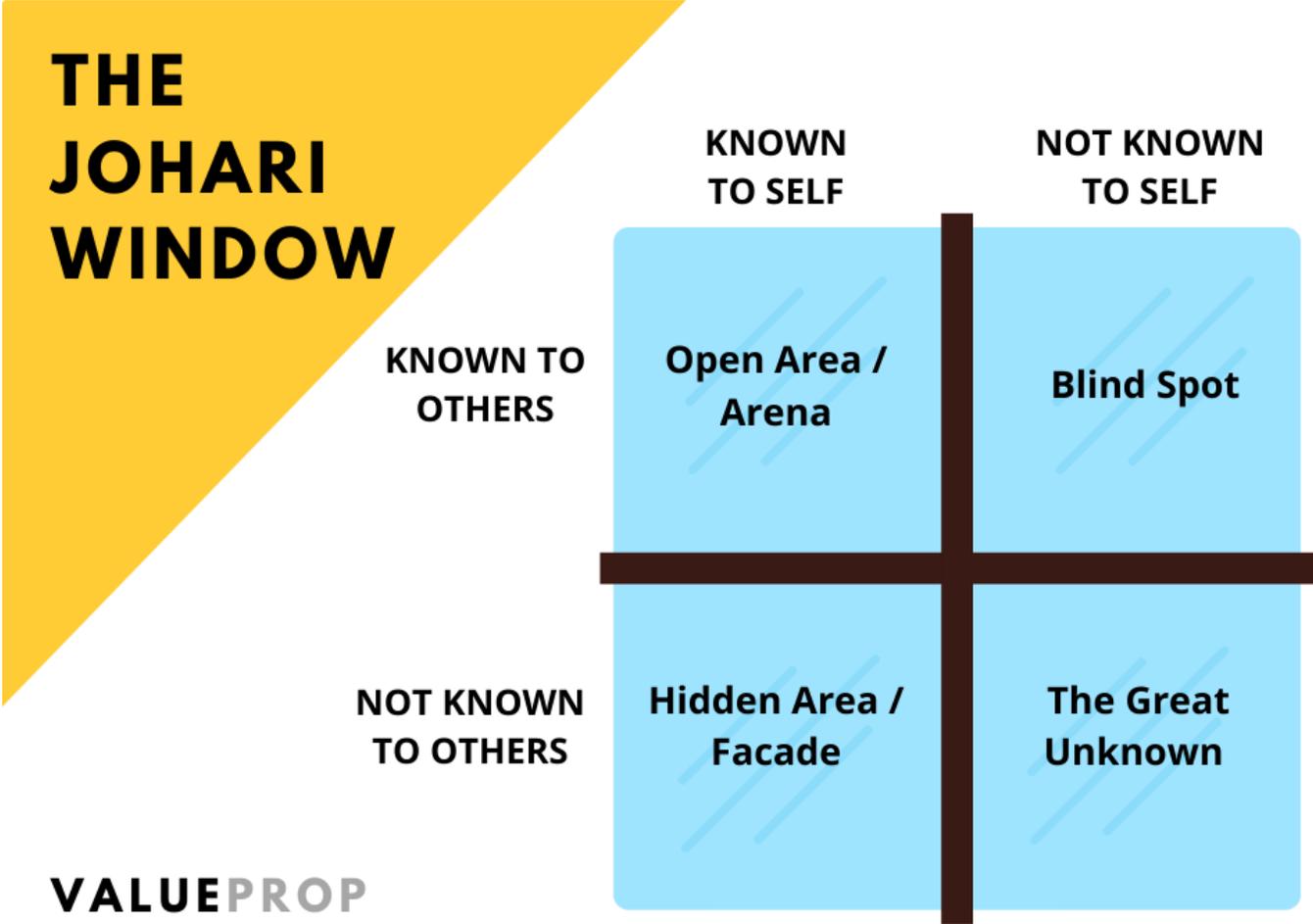
- Win-win
- Win-lose
- Lose-win
- Lose-Lose
- Compromise (Status quo)

Harvard 'Principles' of Negotiation

Principles and Not
Rules

1. Separate the Person from the Issue
 - Many Times we know the person on the other side and we take it personally
 - Emotions only create imbalance in such situations.
2. Keep the Negotiation on the Interest of the parties rather than the organisation or the person they represent
 - There could be more than two parties in the process.
 - What does each one want rather than the broad idea of their organisation is to be mapped.
3. Setting a Criteria for the Solution rather than a specific solution.
 - Do they need a cell phone or an iphone?
 - We can create this criteria before going to the table and therefore things are much clearer.
4. Creating alternatives.
 - Despite knowing something is best – keep alternates
 - Let the lesser powered person in the table feel they have choices
 - Never push to a corner

Before Going
to A
Negotiation
Process – Do
this Exercise





Situation 1 – Chauri Chaura At Mahendraganj

- Allegedly Police had killed a young person on the road and disposed off the body
 - The Station was about to be ransacked.
 - Hundreds of Angry Mob have gathered
 - No Sufficient Reinforcements closeby
 - A shoot-out from police side is imminent which can kill people in a sensitive area.
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Johari window for Mahendraganj situation

	Known to Self	Not Known to Self
Known to Others	<ol style="list-style-type: none"> 1. A person is missing 2. People Are angry 	<ol style="list-style-type: none"> 1. The OC was unpopular due to his behavior 2. There were bazar forces who want to take revenge 3. The location of the person or the body
Not Known to others	<ol style="list-style-type: none"> 1. Person wasn't killed or body disposed 2. Police or Administration had no hidden agenda here. 	<ol style="list-style-type: none"> 1. What are the other motives behind the violence 2. Where is the actual person, if not dead.

Situation 2 – Tryst with a Bomb

- An overloaded Boulder Truck ramped in to a small shop in the middle of the market
- The driver escaped and the truck was burnt down by some miscreants in the night
- During removal of the truck in the day time, Gelatin Sticks were found inside the boulders with the detonator.
- SP informs that the bomb has to be disposed off then and there and cant be shifted.
- Detonation has to be done mid day
- Public in Ampati are already angry about the continuous plying of trucks.

Beyond Principles, Some Practical Lessons

1. Understand the Situation.
2. Identify all Known and hidden stakeholders.
3. Analyse the legal standpoints and precedence to the situation
4. Map the Interests of each stakeholder.
5. Map the powers on what you can offer or negotiate.
6. Try to negotiate from a position of confidence and strength.
7. You represent the State and hence that realization is primary.
8. Feel free to consult with your seniors

Thank you

