

SESSION 8

HANDOUT

NEGOTIATION OBSERVATION FORM

Name of Observer: _____

Universe #: _____

INSTRUCTIONS FOR THE OBSERVER:

1. When observing the negotiations, log in the start and end time codes of the video recording (eg. 00.02.14] in order to create a video clip for each corresponding behavior item observed. Add your own observations in item 22.
2. Review the videotaped recording of the negotiation and locate those observed behaviors based on the list provided in the form below in order to create a video clip for each corresponding behavior item observed.

	Start	End
1. Presenting a sense of neutrality		
2. Creating the environment for negotiation		
3. Presentation of the opening statement		
4. Presenting clear directions for participants		
5. Presentation of the roles of the negotiator		
6. Maintaining appropriate eye contact		
7. Drawing out important and useful facts		
8. Listening effectively		
9. Demonstrating assertiveness when appropriate		
10. Focusing of discussion		
11. Fostering of critical thinking		
12. Building options		
13. Handling participants' emotions		
14. Managing silence		
15. Using caucuses		
16. Guiding participants toward agreement		
17. Processing of written agreement		
18. Writing a quality agreement		
19. Attending to substantive (quantifiable) interests		
20. Attending to procedural (fairness, balance) interests		
21. Attending to psychological (esteem, security) interests		
22. Other _____		