

## 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 _____   |       |     |