

TENANTS & RESIDENTS ASSOCIATIONS

A Guide To Successful Negotiating

Negotiating is about solving problems, influencing decisions or securing agreements. Negotiating provides the best means of resolving differences between two parties. It is the only process permitting parties with different perspectives and priorities to agree decisions which are beneficial to both sides.

Tenants and landlords have many interests in common although may occasionally see problems in different ways. By negotiating with each other conflict can be avoided and a mutually beneficial result achieved. Negotiating is different from say, debating, which involves each party putting forward their view and then defending it.

Negotiations should also not be regarded as a chance to win something at the others expense but rather to achieve a 'win-win' situation.

The logic of this is simple really. The most convincing way to persuade your landlords representatives of your point of view is to show the advantages of it to them. Try to avoid proving that you are right and they are wrong (persuading people to change their mind is usually an impossible task). Instead try to identify some common ground and negotiate from there.

Before discussions take place it is a good idea to plan ahead - collect information, prepare a case, plan the approach and be sure that your opinions are representative of your whole group then go forward to face to face meetings and implementing of decisions.

Remember, goodwill and trust between parties will lead to fruit-full negotiations and hopefully a willingness to compromise and achieve results.

Why Some Negotiations Fail

- One or other side is unwilling to negotiate.
- Confrontational tactics are used.
- Arguing takes the place of negotiating.
- The issues are not clearly defined.
- Unrealistic demands being made.
- A personality clash exists.

During negotiations, you may have committed yourself to doing something - make sure its done and to the time-scale agreed. Check that the other side are keeping to their agreements.

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