

Module 3: Operational Framework

Lesson 3.6



UN-EP Negotiation and De-escalation



Learning Outcomes

- Understand negotiation skills
- Understand de-escalation skills



Lesson Content

- Definitions: Negotiation, Mediation and Arbitration
- Negotiation Purpose, Principles and Steps
- Signs of escalation
- De-escalation techniques



Definitions

Negotiation

An informal or formal process, where parties actively talk about their conflict for the purpose of reaching agreement and bringing resolution to their problems.



Mediation

A “**facilitated negotiation**”, where an independent third party helps people/groups to come to a resolution of their problems, but does not decide on their behalf.

- It is a verbal, structured, interactive process that requires a mediator to assist in coming up with a possible settlement



Arbitration

A process where disputing parties agree that one or several individuals can make a decision about the dispute after receiving evidence and hearing arguments. Arbitration is different from mediation because the neutral arbitrator has the authority to make a decision about the dispute.

UN-EP personnel do not arbitrate



Purpose of UN-EP Negotiation

- Identification of conflict/dispute areas
- Support the prevention of escalations
- Improve engagement in areas of conflict/disputes
- Encourage resolution of conflict/disputes
- Discourage the recurrence of conflict/disputes





Principles of Negotiation

- Understand your mandate
- Understand the interests of the people/groups
- Understand the cultural context
- Voluntary participation
- Confidentiality, good faith, ownership





General Tips for Conducting a Negotiation

Do your homework

Be Respectful and Listen

Do not take it personally

Shift the focus, find common ground

Review all agreements (if applicable)

Debrief and reporting



Learning Activity

Negotiation: SELLERS versus BUYERS



Escalation

The stress effect on communication

- People under stress can become reactive to various stimuli
- Reactions can be positive (focused) or negative (angry)
- If their response is negative and makes communication difficult, it is called escalation



Escalation

Signals indicating escalation can include:

- Clenching fists or jaw
- A sudden change in body language or tone
- A change in eye contact
- The person adopts an aggressive stance
- Disruptive behaviors or outbursts
- Refusing to speak to or acknowledge someone
- Changes in how someone is referred to





De-Escalation Techniques

Successful de-escalation of a tense situation requires self control and a calm response;

- Do not react
- Do not argue
- Do not reject
- Find agreement
- Do not contribute to escalation





De-Escalation Techniques:

Do not react

- Avoid giving an emotional response
- Try and identify underlying interests
- Consider a pause





De-Escalation Techniques:

Do not argue

- Use active listening skills
- Paraphrase
- Find common ground
- Use “yes, and” phrases





De-Escalation Techniques:

Do not reject

- Reframe, not reject
- Use open ended questions – “why?”
- Use “what if” questions to introduce new options
- Reinterpret personal attacks as attacks on problem



De-Escalation Techniques:

Find agreement

- Identify common challenges
- Use empathy
- Avoid obvious compromise



De-Escalation Techniques: Do not contribute to escalation

- Make it hard to say no
- Force the question
- Seek allies from larger community
- Do not counter-attack





Take Away

- Understanding how to plan and conduct negotiation
- Tips on preparing, conducting and following up a negotiation session
- Techniques to de-escalate when an engagement isn't going well



QUESTIONS?