

Principled negotiation

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Principled Negotiation School The craft of principled negotiation can become a significant communicational tool not only for social workers but for people who simply work with other people. As far as principled negotiation is based on search of compromise between different parties that want to get a benefit from a deal, the most difficult thing in the negotiation is to find the universal solution for a problem that would satisfy all the parties. Dealing with cultural diverse conflict situation it is harder to find the approach to people from other cultures if there is not enough of information about specific features of the cultures. Thus, looking for a compromise in such a multicultural conflict we face a problem of understanding. Each party of the conflict stands for its own position, which can be interpreted in a wrong way by another party. The chain of misunderstandings can lead not to resolution of the conflict but even to its complicity. Indeed, principled negotiation can figure out how to deal with the problem, though, the most difficult step in its process is the one when you are supposed to focus on person's interest not position. The point is that in order to focus on personal interest we should clearly understand one's personality and its universal features to press on them during negotiation, but it frequently happens that we don't fully understand culturally diverse people. We can think that we know them in person, but in fact it might turn out that our actions in the negotiation just ruin everything because we are mistaken about the other party of the conflict.

References

Lens, V. (2004). Principled negotiation: A new tool for case advocacy. *Social Work*, 49(3), 506-13.