



Negotiation Theory for Geeks

**How to get what you want with a
minimum of misery**

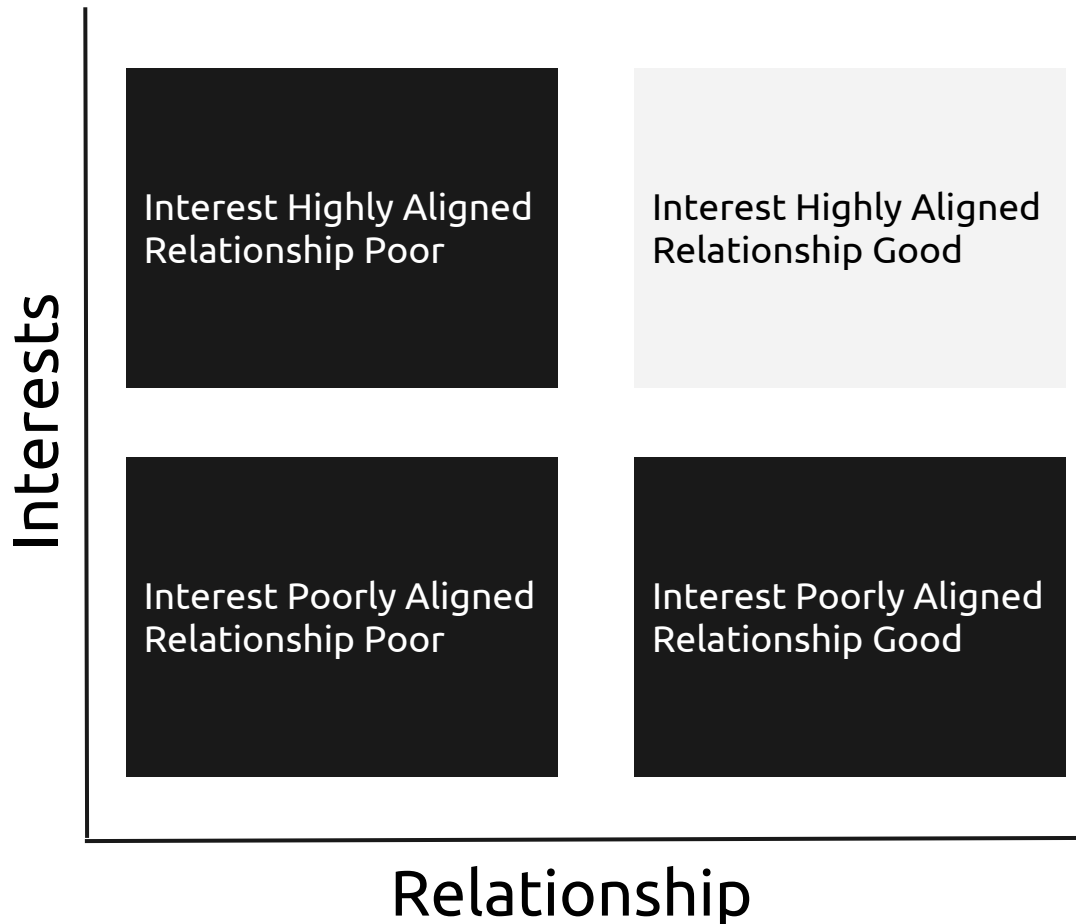
“The projects that have
been the most successful ...
are good at all sorts of soft
skills”

- David Eaves



We Negotiate All the Time

We often don't call it negotiating



We often assume that all talk that does not fall into the light quadrant is going to be difficult....

Which contributes greatly to making it difficult.

How to Negotiate



This topic can fill several volumes. Fortunately, they already exist!

bit.ly/HarvardNegotiation

Negotiations in FOSS Projects

a.k.a. Why We're All Here Today

- Addressing personal grievances
- Mailing list discussions
- Patch reviews
- Bug triage
- Roadmap creation / feature prioritization
- ...

Negotiation: The Basics

Positions vs. Interests



Focusing on positions instead of on interests precludes finding a more optimal outcome

Negotiation: The Basics

Active Listening

- Actively listen to the other party
- Ask clarifying questions
- Summarize to assure you understand
- Find common ground and move forward



If you're not actively listening, it shows

Negotiation: The Basics

Independent Standards

Try to find one (or more!) independent standard and lead your discussion around this.

Negotiation: The Basics

Stages of conflict escalation (by Glasl)

1. Hardening

2. Debates and Polemics

3. Action, not words!

4. Images and coalitions

5. Loss of face

6. Strategies of threats

7. Limited destructive blows

8. Fragmentation

9. Together into the abyss

The Two Most Important Negotiation Tips

TALK!

CARE!

Questions?

Lydia Pintscher

@nightrose

<http://lydiapintscher.de>