



Create cohesive, high-performing teams that foster trust & connection through small group discussions.



## Unite through Activity

▶ Host a Murder Mystery game activity! Solving a mystery builds team cohesion and analytical skills but you can incorporate negotiation skills by allowing the teams to trade clues with the others. Use the art of negotiation to find a mutually agreeable exchange of information.

## Related Resources

▶ The Air Force Negotiation Center (AFNC) at The Air University delivers training and education to foster interest-based negotiation skills. Explore their website to see course offerings and information:

<https://www.airuniversity.af.edu/AFNC/>

▶ Practical Guide to Negotiating in the Military. Use this guidebook to inform your process as you build the skill. written by: Dr. Stefen Eisen Jr., Colonel, USAF, Retired.

[https://www.airuniversity.af.edu/Portals/10/AUPress/Books/B\\_0158\\_EISEN\\_PRACTICAL\\_GUIDE\\_TO\\_NEGOTIATING\\_IN\\_THE\\_MILITARY\\_3RD\\_EDITION.PDF](https://www.airuniversity.af.edu/Portals/10/AUPress/Books/B_0158_EISEN_PRACTICAL_GUIDE_TO_NEGOTIATING_IN_THE_MILITARY_3RD_EDITION.PDF)

## THE ART OF NEGOTIATION

Usually, we think of negotiation in terms of a business transaction such as buying a house or car in which there is a perceived winner or loser. You win if you get the advantage over the other person. That view fails to consider the fact that relationships are by nature a process of discussion, compromise, negotiation, and agreement. From discussing weekend plans with friends or a significant other or identifying team priorities at work, all of us are involved in some type of negotiation every day. Air Force leaders identify negotiation skills as a core leadership competency because those skills equip you to successfully navigate your day-to-day environment.

Negotiation is the process by which we work with others to find a solution. It relies as much on personality and soft skills as it does on quantitative analysis and valuation. Know that in negotiation there is no "one size fits all" strategy. This why it is referred to as the art of negotiation. With that said there are still some basic principles that everyone should understand.

First, preparation is key. Experts like to say that 80% of negotiation is preparation. Think about what you want before you ask. Know who are you dealing with. Imagine the other parties' responses and how you might respond.

Once you are prepared to negotiate, it is important to tap into your emotional intelligence. The best negotiators manage their emotions while using empathy to understand the other person's perspective. By employing empathy, you become equipped to influence the other person's behavior in a natural and enduring manner. This is important if you want to build or maintain a relationship of trust. In many negotiating situations, people are not always looking for agreement as much as they are looking for support and understanding.

Do not focus on winning and losing. Win-lose negotiations might work in the used car market, but it does not help you earn friends. It also closes the door to an alternative outcome. By remaining open to new ideas, you and the other party might identify a new solution that is more beneficial to both parties (such as a new favorite restaurant for lunch). Finally, decisions cannot be forced on others. Both parties will be more committed to the decision if it is something they feel they helped create and their ideas were taken into consideration.

## WATCH...

Watch how Airmen at Mountain Home AFB learned the art of negotiation in a Regional Crisis Negotiations Course.

<https://www.dvidshub.net/video/864752/fbi-teaches-skills-mountain-home-afb-airmen-and-idaho-law-enforcement> (:59)



## DISCUSS...

1. List some critical key negotiation skills.
2. How can negotiation skills be developed?
3. What role does emotional intelligence play in a successful negotiation?
4. What is the difference between listening to respond and listening to understand?
5. What words might you use to help persuade someone to do what you want?
6. Think of the most recent occasion when you negotiated with someone. What process did you use to try and convince them to do it your way? How did it work out? How could you have done it differently?



<https://www.acc.af.mil/About-Us/The-Bridge/>

**“Let us never negotiate out of fear. But let us never fear to negotiate.”**

– John F. Kennedy



# Air Combat Command INTEGRATED RESILIENCE

SUPPORTING OUR TOTAL FORCE AIRMEN AND FAMILIES



## PREVENTION TAKES ACTION

Learn new skills to improve your well-being such as self-care and resilience, healthy relationships, meaningful connections, effective communication. Act in ways to show your family and Airmen that you care and they matter. Proactive behaviors can be small things that create a positive culture in mitigating risks.

## RECOGNIZE SIGNS OF DISTRESS

- Mood changes, such as depression or anxiety
- Irritability, agitation or anger
- Sleep difficulties
- Withdrawing from social activities, family, friends or others
- Lack of interest in activities that were previously enjoyed (hobbies, work, etc.)

## ASK

Directly **ASK** the individual if they are having thoughts of death, self-harm, or suicide.

## CARE

**CARE** about their answers. If they hesitate, or seem uncertain, ask follow-up questions to convey that you care about their well-being.

## ESCORT

If the individual is having thoughts of suicide or needs help, **ESCORT** them to a qualified professional or leadership.

## GO SLO

If someone demonstrates signs of distress, consider their access to **LETHAL** means including firearms, medications or other means of fatal methods. Airmen should remember **SLO** – use **SAFES**, **LOCKS** or store mean **OUTSIDE** of the home.

**SMALL STEPS SAVE LIVES.**  
[www.resilience.af.mil](http://www.resilience.af.mil)

HELPING RESOURCE	COMMANDER/ SUPERVISOR	MILITARY & FAMILY READINESS CENTER	MILITARY ONESOURCE/ MILITARY FAMILY LIFE COUNSELOR (MFLC)	CHAPLAIN	CIVILIAN EMPLOYEE ASSISTANCE PROGRAM	MENTAL HEALTH (MH) CLINIC	EMERGENCY ROOM
<b>CONTACT:</b>							
<b>CAN ASSIST:</b>	All	All	Military and Family Members	All (full confidentiality)	Civ/NAF	Military	All
Suicidal Thoughts	✓		✓	✓	✓	✓	✓
Relationship Problems	✓	✓	✓	✓	✓	✓	
Loneliness/Isolation	✓	✓	✓	✓	✓	✓	
Workplace Stress or Problems	✓	✓	✓	✓	✓	✓	
Alcohol/Drugs	Must report to ADAPT			✓	✓	✓	
Fatigue/Sleep	✓		✓	✓	✓	✓	
Anxiety/Panic Depression	✓			✓	✓	✓	
Grief and Loss	✓	✓	✓	✓	✓	✓	
Deployment	✓	✓	✓	✓	✓	✓	
Finances/Budget	✓	✓	✓ (One Source)	✓	✓		
Retirement/Separation	✓	✓	✓	✓	✓	✓	

## ASK. CARE. ESCORT. QUESTIONS THAT CAN SAVE A LIFE

ANSWER QUESTIONS 1 AND 2	IN THE PAST MONTH	
	YES	NO
1. Have you wished you were dead or wished you could go to sleep and not wake up?		
2. Have you actually had any thoughts about killing yourself?		
<b>IF YES TO #2, ANSWER QUESTIONS 3, 4, 5 AND 6. IF NO TO #2, GO DIRECTLY TO QUESTION 6</b>		
3. Have you thought about how you might do this?		
4. Have you had any intention of acting on these thoughts of killing yourself, as opposed to you have the thoughts but you definitely would not act on them?		
5. Have you started to work out or worked out the details of how to kill yourself? Do you intend to carry out this plan?		
<b>ALWAYS ASK QUESTION 6</b>	IN THE PAST 3 MONTHS	
6. Have you done anything, started to do anything, or prepared to do anything to end your life? <i>Examples: Collected pills, obtained a gun, gave away valuables, wrote a will or suicide note, held a gun but changed your mind, cut yourself, tried to hang yourself, etc.</i>		

**ANY YES MUST BE TAKEN SERIOUSLY. SEEK HELP FROM A FRIEND, CO-WORKER, CHAPLAIN AND INFORM YOUR SUPERVISOR/OTHER MEMBER IN YOUR CHAIN OF COMMAND AS SOON AS POSSIBLE**

- If the answer to 4, 5 or 6 is **YES**, immediately **ESCORT** Wingman to the nearest Chaplain, Mental Health Provider, Unit Leader or Emergency Department.
- **DON'T LEAVE YOUR WINGMAN ALONE** even to go to the bathroom.
- **STAY ENGAGED** until you make a warm hand-off to someone who can help.

**MILITARY CRISIS LINE 1 (800) 273-8255 24/7 - 365**