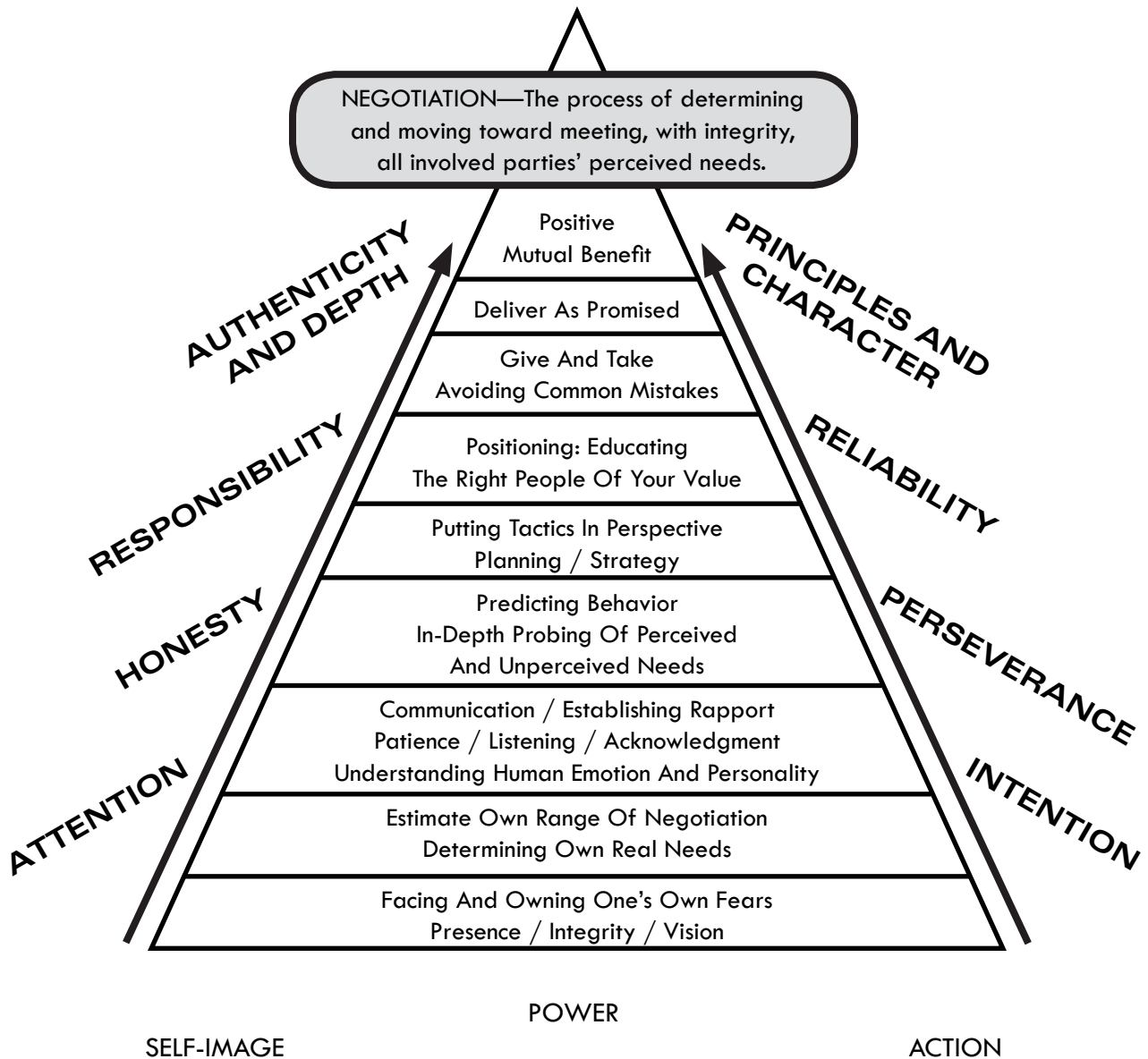


# The Negotiation Process



Effective negotiation requires the ability to understand, apply, and integrate a number of interrelated elements of the human dynamic. As such, it is not a simple application of rote techniques, but rather a complex process. However, it is complexity, not simplicity, that ultimately creates ease and elegance. An example is washing clothes with a washboard (simple) or with a washing machine (complex). Complexity consists of (1) differentiation and (2) integration. This course consists of addressing each of the various elements of negotiation (differentiation), becoming more aware and skillful concerning each part, and then putting them back together (integration). The result is a synergy of ease and effectiveness.