When you ask someone else for something, does it always go smoothly? No! Sometimes, the other person gets angry, or does not want to listen to you. They might get emotional. We know how to manage our own emotions with “Take 5,” but how do we handle their emotions?

If you have chosen your approach well like we discussed, many times your negotiation will get off to a smooth start.

But sometimes, when you try to negotiate with someone, it seems they will never be willing to negotiate with you. They might yell at you, refuse to talk, or otherwise let you know that they do not want to hear what you have to say.

The way to handle these difficult negotiation situations is to put what you are asking for to the side for a bit and instead “step to their side.”

“We stepping to their side” means trying to see the other person’s point of view, or putting yourself in their shoes.

We are going to look at another role-play between Mercy and Victor. Imagine Mercy wants to ask Victor to borrow his brother’s car, and give her friends a lift somewhere. But Victor is mad that Mercy does not seem to think about anyone else but herself.

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1 Adapted from Ury (1991), Getting Past No.
Example: Victor & Mercy #2

Mercy: Hey Victor, me and the girls need to go somewhere. You think you could take your brother’s car and give us a lift?

Victor: Man, Mercy, you are always asking me for stuff! Why can’t you start by saying “Hey, how are you? How was your day?”

Mercy: Whatever. Look, Victor, we have to go somewhere, are you going to help us or not?

Victor: Well, if that is how it’s going to be, then no. Find your own way.

Mercy: What? Are you serious? You never do anything for me! What kind of a boyfriend are you?

Victor: And what do you ever do for me? My friends say I should just break up with you—that you don’t even care about me.

Mercy: That’s the stupidest thing I have ever heard! Why don’t you just leave then?

Victor: See ya!

➢ Was Victor angry about Mercy’s request? How could you tell?
  ✓ He got annoyed right away.

➢ How did Mercy’s response affect Victor’s emotions?
  ✓ He got angrier and more frustrated.

➢ Did the way Mercy act help get her what she wanted? What was wrong with what she did?
  ✓ She said “whatever” and acted like she did not want to listen to Victor.
  ✓ She did not ask him what was wrong.
  ✓ She accused Victor of things, like saying he never did anything for her.

➢ What could Mercy have done that would have helped to have a good conversation with Victor?

(Let the girls brainstorm. Summarize at the end of their contributions with the following):

➢ This case can be a lesson for all of us on what to do when someone does not want to work with us, or is angry or frustrated. You must address their frustration before you can have a good negotiation. To do this, you need to “step to their side.”
“Stepping to their side” means you try to see where the other person is coming from, like two people trying to solve a problem together.  

(Demonstrate one coach standing beside the other, listening.)

Stepping to the other person’s side means that you hear them out and let them know you care about their issues, before you try to ask them for something or start a negotiation. Stepping to their side is a tool you can use to get the other person to be willing to work with you as a partner, by showing them you are on their side. Here are some ways you step to the other person’s side (Have the bullets below on prepared flipchart from Flipchart 10, Appendix I, and read through them):

1) Ask for information:
   - Use open ended questions
   - Listen closely for the answers
   - Don’t assume you already know what they think

2) Active listening:
   - Show the other person that you care. This means showing them you are listening and understand them.
   - You can nod as they speak and repeat what they have said.
   - This doesn’t mean you agree! it just means you see their side of things and how it is making them feel.

3) Good body language:
   - Your face, body, and hands all talk just as much as your words do
   - Nodding, turning toward the person, and looking them in the eye can show that you are listening and that you think what they have to say is important.

Let’s replay the scene, and see if Mercy can “step to Victor’s side” and ask questions to have a good negotiation.
How did the scene go this time?

Mercy might not get what she wants, but you can see that now Victor is willing to work with her to try to make it happen. She’s managed to get him on her team by stepping to his side.

How did Mercy step to Victor’s side?

- She asked him what was going on.
- She listened and showed she understood.
- She asked her question in a way that showed she knew he was busy.
- She suggested ways to work together, like talking to his brother.
Stepping to their side means balancing your interests in what you want with your interest in having a good relationship with the other person.

Stepping to their side can be used when the other person gets upset or frustrated, in the same way you will use “Take 5” when you get upset or frustrated. When the other person calms down and is ready to talk, you can continue the steps of negotiation.

**Coach Checklist:** *(after this discussion the girls should understand:)*

- Stepping to their side can include your body language and showing them you are listening
- Sometimes when you try to understand the other person, you might realize the issues they are dealing with are more important than what you are asking for. That might change what you want to ask for or offer in the negotiation.
- Step to their side is a good trick to remember if the other person gets emotional, like Take 5 is a good trick if we get emotional.
- Students should be able to identify negative actions that make a situation worse versus positive behaviors that help a situation

**Takeaway:** *(have students repeat after you)*

- Stepping to their side means fully listening and hearing the other person out.