



IPDA Conference

Negotiation, Conflict Engagement, & Deal-Making

Think of a client story or conflict.

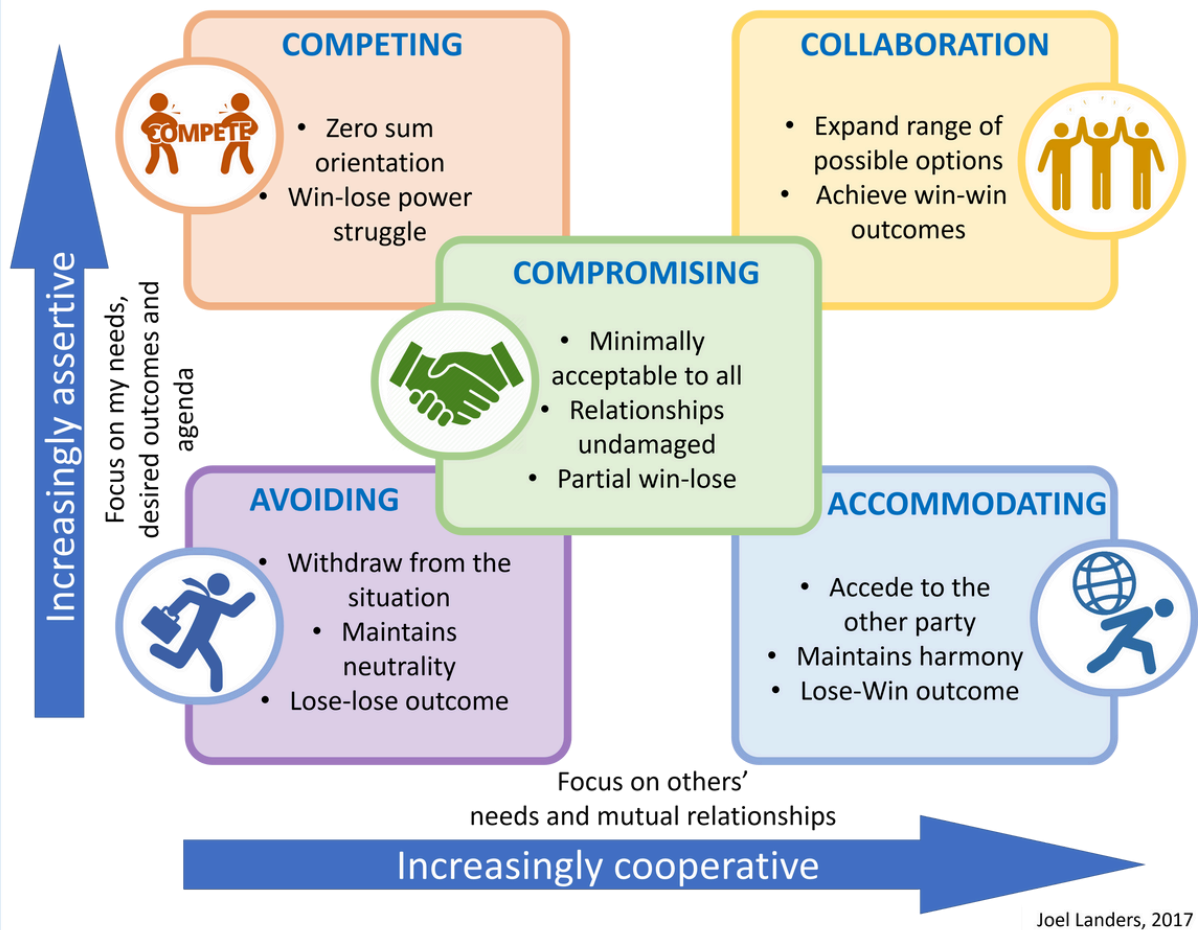
What approaches worked/might work for you?

Opportunities

Your Client Interests

Other Party Interests

Thomas-Kilmann Conflict Mode Instrument (TKI)



Your Default Modes

Take Aways



Moving Forward

Strategies You Use Now

Commitment Strategy

Strategies You Might Use

Aspiration

Inspiration