



Getting to Yes: Negotiating Agreement Without Giving In

By Roger Fisher, William Ury

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Getting to Yes is a straightforward, universally applicable method for negotiating personal and professional disputes without getting taken - and without getting angry.

It offers a concise, step-by-step, proven strategy for coming to mutually acceptable agreements in every sort of conflict - whether it involves parents and children, neighbors, bosses and employees, customers or corporations, tenants or diplomats. Based on the work of the Harvard Negotiation Project, a group that deals continually with all levels of negotiation and conflict resolution, from domestic to business to international, *Getting to Yes* tells you how to:

- Separate the people from the problem
- Focus on interests, not positions
- Work together to create opinions that will satisfy both parties
- Negotiate successfully with people who are more powerful, refuse to play by the rules, or resort to "dirty tricks"

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