



Negotiation for Health and Social Service Professionals

Keith Fletcher

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We all negotiate every day, professionally and socially, yet few of us have had any training in how to do so more effectively. For professionals in health, social care and children's services, an ability to negotiate successfully is vital. Commissioning, contracting and negotiating new partnerships for delivering better services are now part of everyday life. Arguing that in the health and social services a different, less aggressive approach is required to that advocated by negotiators in the commercial sectors, Keith Fletcher explains how to prepare for and deal with negotiation situations more confidently so that settlements can be reached which satisfy all parties.

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