The Art of Effective Negotiation

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Moving from the classroom to the workforce

Classroom

Academic Research

First job

COACH
Where do we as scientists and engineers learn about appropriate workplace behavior and effective communication methods in the laboratory environment?

Mostly by example.
Effective negotiation is more than just asking for a higher salary. It’s really about reaching an agreement on a tough subject.
Today’s focus

Successful techniques for increasing your communication and negotiation skills in the technical workplace.
Negotiation in the Workplace

Are you comfortable at asking and negotiating for what you need

- to be productive in the workplace?

- for your career advancement?
Learning Goals for Effective Negotiation

- Recognize what is - and isn’t - a negotiating situation
- Identify your negotiables
- Know your “BATNA” and “ZOPA”
- Identify your own negotiating style
- Understand the importance of data
- Be ready for some “theatre”
Ground Rules for a Productive Negotiation

- Professional exchange - not an emotional fight or game.

- Expectation of “give and take.”

- Desire to reach a “win-win” rather than a “winner take all” solution.

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What Negotiation Isn’t

- Argument
- Debate
- Game Playing
- Solely Social Ritual
- Solely Competitive
Negotiation is NOT a one shot deal.

It’s a 10 Act Play!
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What are my Negotiables?

First step: Assume that *most* things in your lives are negotiable.
What are my Negotiables?

Authorship on papers
Time on equipment
Attending meetings
Personal time
Teaching responsibilities
Completion date
Family responsibility conflicts
Office space
Resources for dept. activities
Salary and benefits
Moving expenses
Duration of appointment
Course load

New job:
Starting salary and date
Facilities/Space/Equipment
Travel budget
Moving expenses
Office furniture and equipment
Staff support
What would you like to negotiate for now?

Who do you need to negotiate with?
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Always ask yourself - what is my BATNA?

“Best Alternative To A Negotiated Agreement”

Consider and evaluate your alternatives.

Establish the best as your BATNA.

BATNA is dynamic – it can change through the negotiation as you learn of the other’s resources and objectives.
BATNA

- Also ask yourself - what is THEIR BATNA?

**Your task** is to try to learn their BATNA and work to come to a consensus that aligns with your BATNA.
What’s my ZOPA?

“Zone of Possible Agreement”

Many contributions can go into this zone of agreement, some tangible and some intangible.

Consider what their ZOPA might be.
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Know your negotiating style

PROBLEM SOLVE // COLLABORATE

SERVE // ACCOMMODATE

FORCE // COMPETE

DON’T ENGAGE // AVOID

Actively seek (new) outcome

Keep things steady, Need for approval.

And modify it if necessary.
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Get the Data!
The facts are your friends!

“Nothing Personal - Strictly Business”
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Approaches to Problem Solving

- **Explore**
  - Launch some trial balloons and study the response
  - Sum up areas of agreement and disagreement

- **Invent** (based on priorities – low cost, high benefit)
  - Expand the Pie – work together to get resources
  - Nonspecific Compensation – do something extra
  - Cost Cutting – give them one high priority
Tactics to Use in High Drama Situations

- Silence is golden
- Higher authority
- I’ll think about it & get back to you
- Put it in writing
- Be relentlessly pleasant
Beyond Negotiation: Difficult Conversations

*Putting out fires without burning bridges*

**Learning Goals:**

- Identify behavior and language that is unproductive or inappropriate.
- Develop skills that reduce the heat rather than flame the fire.
- Learn techniques to help maintain your composure.
- Learn how to keep the dialogue focused on resolving the conflict.
- Know when a mediator is necessary to resolve the issue.
Responding to Difficult Tactics

- Take a breath
- Try to understand BOTH points of view
- Acknowledge their reality
- Go to the balcony
- Return to exploring interests
- Keep your body relaxed, open
- Step to their side
- Reframe and repackage the issues
Recognize the importance of body language in a negotiation

Up to 93% of communication is nonverbal

- Stand or sit tall with open posture and gestures
- Have the head and chin up
- Use respectful and attentive eye contact
Recognize the importance of body language in a negotiation

Study their body language to help you understand what is not being verbally communicated.
Use powerful and strong statements

<table>
<thead>
<tr>
<th>Use</th>
<th>Instead of</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m confident</td>
<td>I think</td>
</tr>
<tr>
<td>I know</td>
<td>I hope</td>
</tr>
<tr>
<td>I believe</td>
<td>I feel</td>
</tr>
<tr>
<td>I will do</td>
<td>I’ll try</td>
</tr>
<tr>
<td>I’m certain</td>
<td>I’m not sure</td>
</tr>
</tbody>
</table>
Don’t diminish your message

“You may already know this but…”

“I could be wrong…”

“It’s just my opinion but…”

“This is probably a stupid question…”

“You probably know more about this than I do but…”

From Loden, Marilyn. *Feminine Leadership or How to Succeed in Business Without Becoming One of the Boys*, 1985
Be mindful of body language

Up to 93% of communication is non-verbal.

From Loden, Marilyn. *Feminine Leadership or How to Succeed in Business Without Becoming One of the Boys*, 1985
Summary of Techniques for Effective Negotiation

- Identify your negotiables
- Recognize what is - and isn’t - a negotiation situation
- Know your “BATNA” and “ZOPA”
- Identify your own negotiating style
- Understand the importance of data
- Learn benefits of collaborative negotiations

*Be relentlessly pleasant - it’s good for everyone!*
Practicing Cases

- Break up into groups of 4.
- Designate one person as the graduate student and one as the professor.
- Designate one as a “coach”.
- Designate one as an observer.
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Jamaica  
Chile  
Argentina  
Mexico  
Peru
Thank you!