she negotiates

NEGOTIATION WORKOUT
FOR GRADS AND POST-GRADS

UC SANTA BARBARA
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THREE PRINCIPLES

1. COMMUNICATION DISCIPLINE
2. CONVERSATION LEADING TO AGREEMENT
3. YES, AND...
CONFLICT STYLES

COMPETE
I win, you lose

COLLABORATE
I win, you win

COMPROMISE?
I win and lose, you win and lose

AVOID
I lose, you lose

ACCOMODATE
I lose, you win

concern for self (assertiveness)

concern for others (cooperativeness)
STRENGTHS

EXECUTING
Discipline, focus, achiever, arranger, resonsibility

INFLUENCING
Communication, command, maximizer, woo

RELATIONSHIP BUILDING
Adaptability, developer, empathy, includer

STRATEGIC THINKING
Strategic, ideator, analytical, futuristic
YAY, A SCRIPT!

I use my **strategic thinking and relationship building strengths to lead people and wheel and deal with customers.** In the past two years, I've used those strengths to inspire our team to turn around the underperformance of Product X and increase sales by X percent. We’re on target to double that this year, while also taking on Product Y. I’d like to believe the value of that turnaround and the goals we’re poised to deliver this year is worth consideration for a promotion to X and a 20% raise. How can we work together to make that so?

**RED** = Using your strengths to frame your value.

**BLUE** = The quantified results you produce.

**GREEN** = New goals you’re expected to deliver in the future.

**ORANGE** = An anchor that gives you some wiggle room.

**YELLOW** = A diagnostic question that invites partnership and further discussion.
WHAT'S YOUR STORY?
Chris Voss, *Never Split the Difference*

- No allows the real issues to arise
- No protects people from making--and lets them correct--ineffective decisions
- No slows things down so people can freely embrace their decisions and agreements
- No helps people feel safe, secure, and in control of their decisions
- No moves everyone’s efforts forward

**WHY “NO” IS THE GATEWAY TO “YES”**
DIAGNOSTIC QUESTIONS
LABELING

Reframing the dominant feeling or perspective.

"None of your ideas are feasible."

*It sounds like* you're worried about budget...
MIRRORING

Repeating the last few words or essential words.

"...None of my ideas are feasible..."
"We don't have the budget for your request."

What other resources might we tap into to accommodate my request?
REFRAMING

"You need more time in your current role before we can consider a move."

*What specific results do I need to produce and what is the timeframe you envision?*
REFRAMING

"It's the best we can do at this time."

What assurances can you give me that the comp you're offering is in alignment with others, including men, in similar roles?
REFRAMING

"Your salary request is way outside our range."

*What is it about my education, experience, and results that isn't worth market value?*
A: Anchors, frames and asks for something specific.

B: Says no.

A: Responds with open-ended question.

B: Answers. Gives a reason.

A: Pivots, problem-solves, reframes and re-asks.

GETTING TO AND PAST NO