



# NEGOTIATION WORKOUT

**FOR GRADS AND POST-GRADS**

UC SANTA BARBARA  
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# THREE PRINCIPLES

1

COMMUNICATION DISCIPLINE

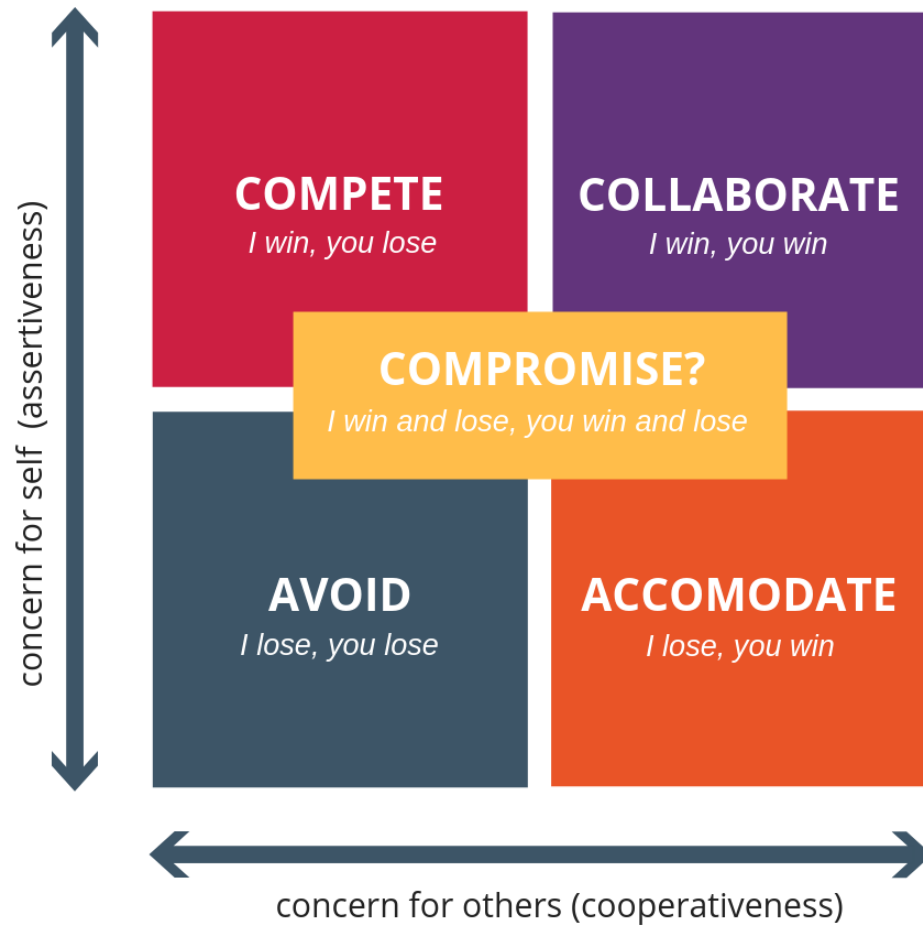
2

CONVERSATION LEADING TO AGREEMENT

3

YES, AND...

# CONFLICT STYLES



# STRENGTHS

## **EXECUTING**

Discipline, focus, achiever,  
arranger, responsibility

## **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?*

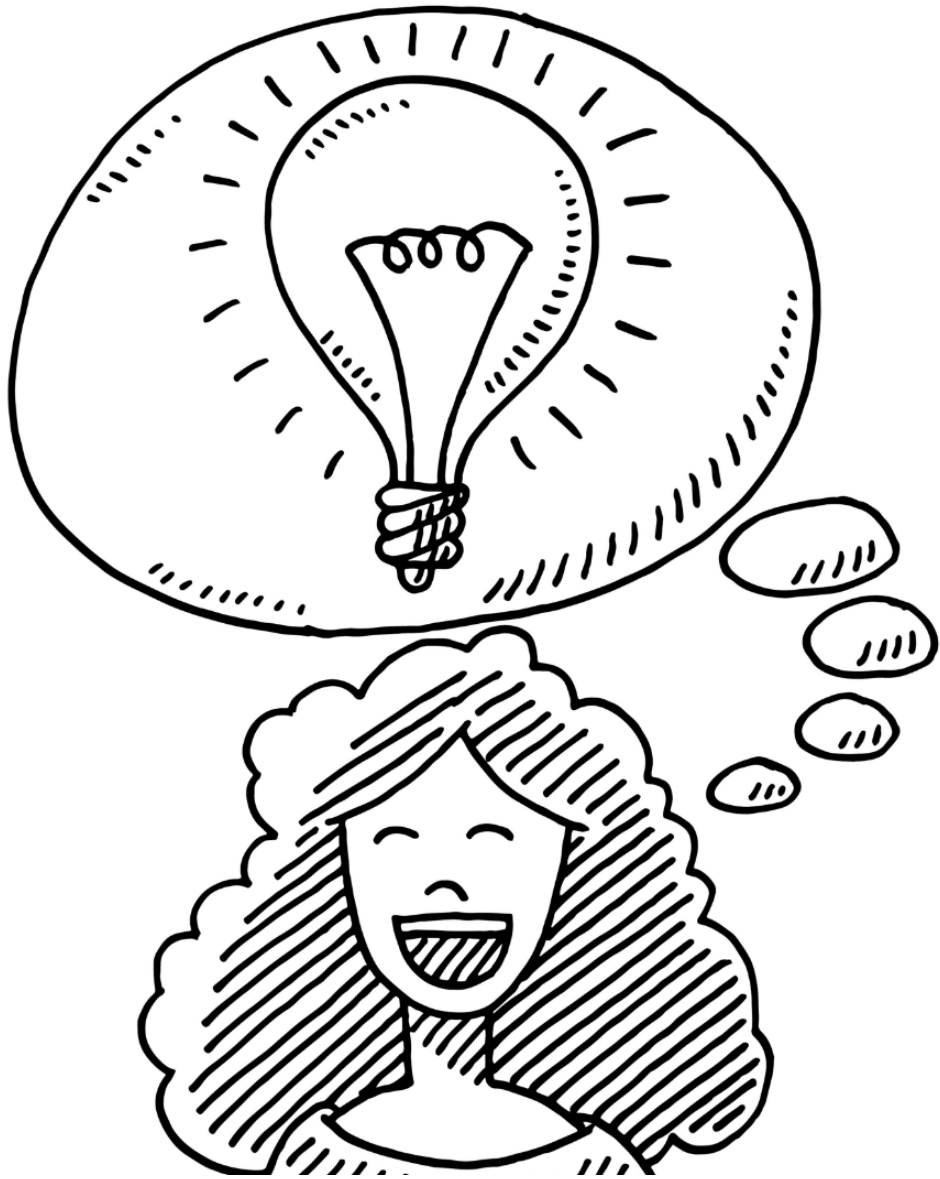
**RED** = Using your strengths to frame your value.

**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.

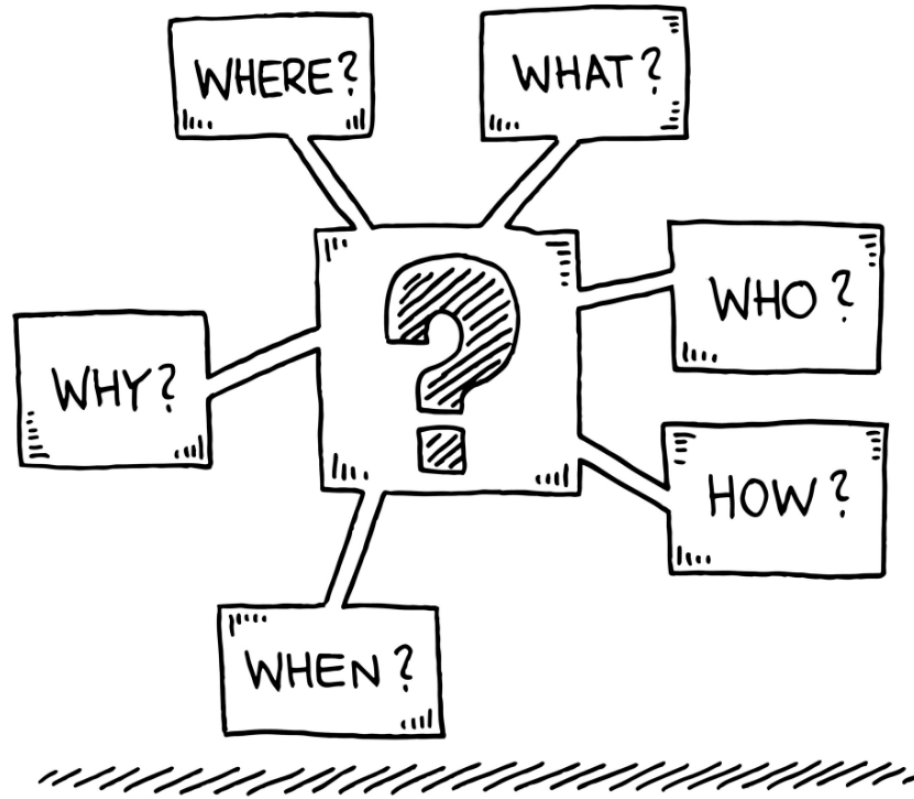


WHAT'S YOUR  
STORY?

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..."*

# REFRAMING

"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

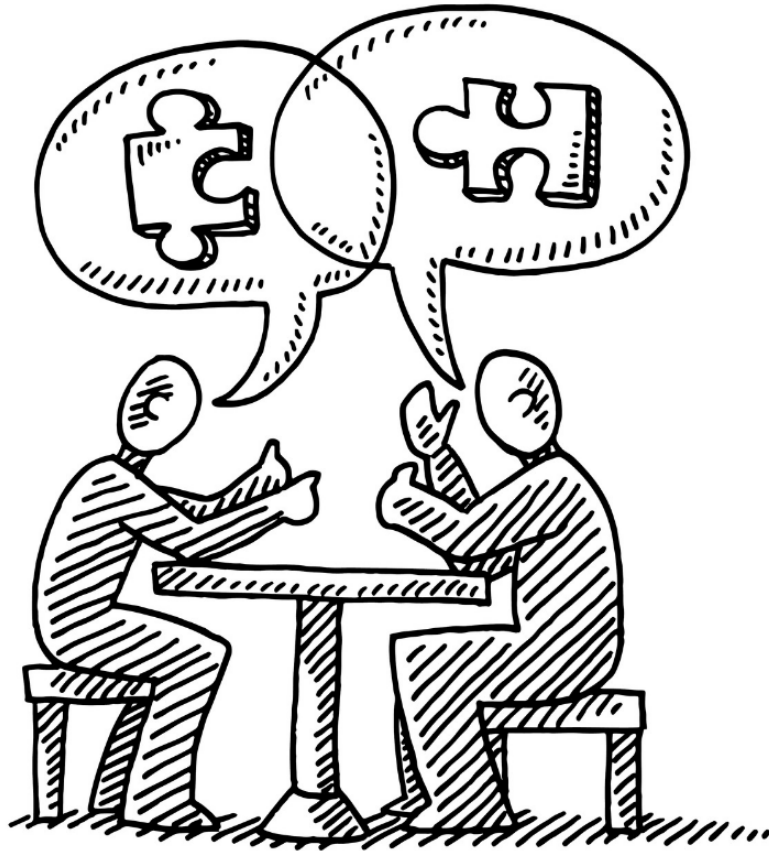
"It's the best we can do at this time."

*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



she   
negotiates

[www.shenegotiates.com](http://www.shenegotiates.com) | [lisa@shenegotiates.com](mailto:lisa@shenegotiates.com)