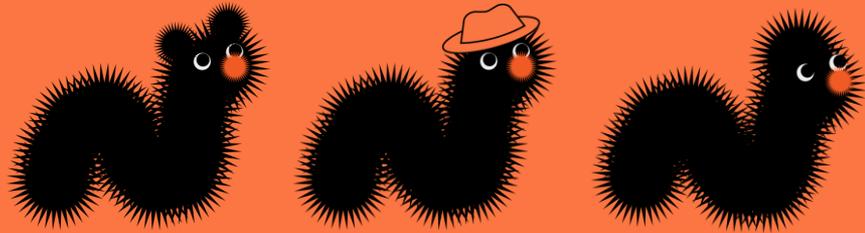


EFFECTIVE COMMUNICATION & NEGOTIATION



Today's tools for effective communication

1. Reflections on the key messages from William Ury and Erin Meyer
2. Understanding negotiation as a rather universal process
3. Team negotiation
4. Course feedback discussion



About the Power of Listening



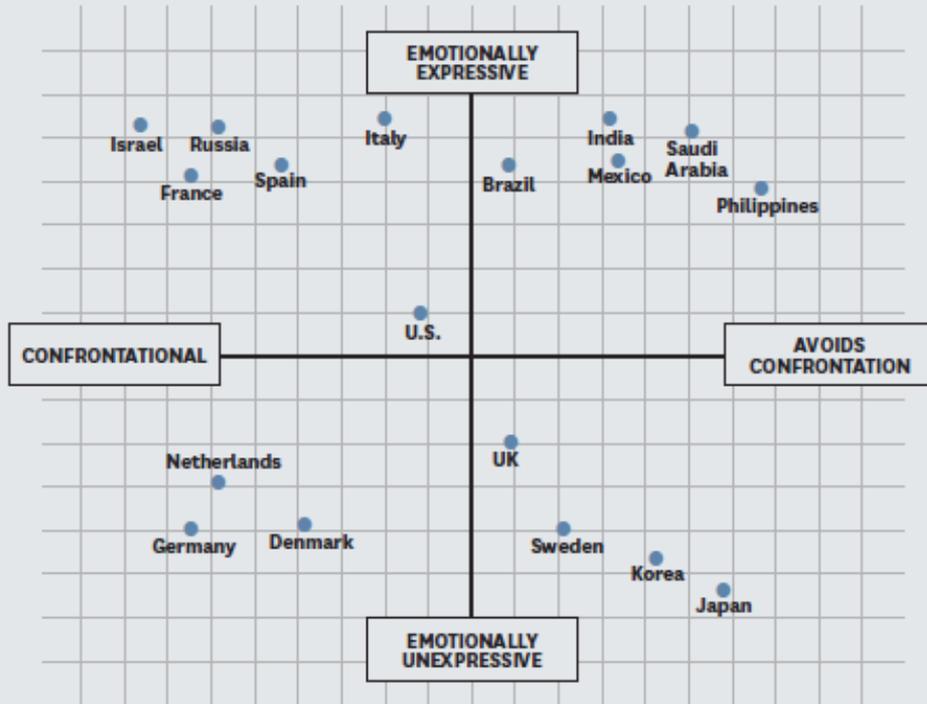
Source: TEDx Talk by William Ury

Rhetorical mastery included

- Focus on the clear key message
- Questions, metaphors
- Story-telling
- Visualization
- Authenticity, building rapport
- Summary and call to action

Preparing to Face Your Counterpart

The map below sorts nationalities according to how confrontational and emotionally expressive they are. Although negotiators often believe that the two characteristics go hand in hand, that's not always the case.

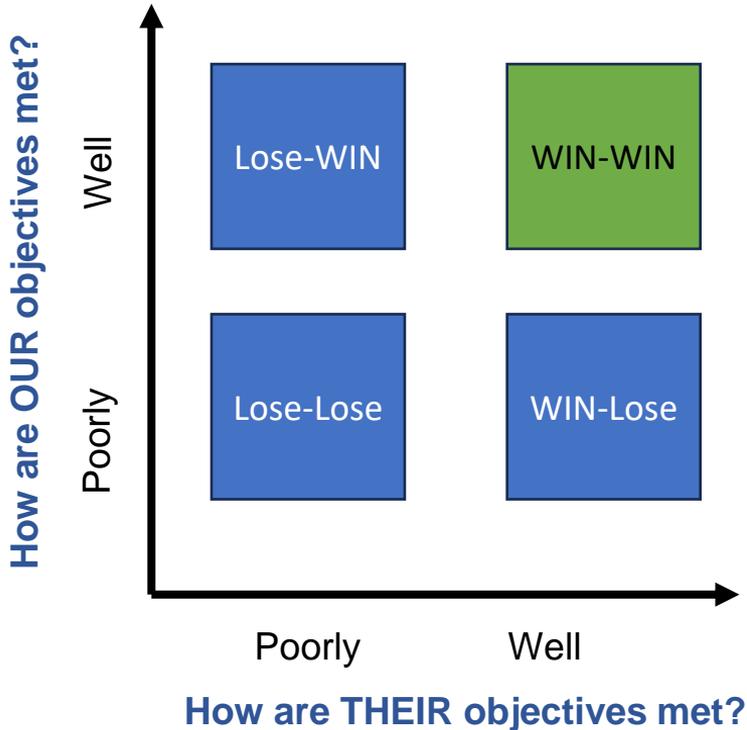


About getting to YES

- Importance to adapt
- Understanding emotions
- Cognitive and affective trust
- Subtleties of “yes” and “no”
- Considerations for writing

“The trust you have built, the subtle messages you have understood, your ability to adapt your demeanour to the context at hand, will ultimately make the difference between success and failure.”

WIN-WIN constitutes a good strategy



- 1. Separate people from the problem**
 - This is people business, handle emotions
- 2. Focus on interests, not positions:**
 - Why ? Why not ? -exploration
- 3. Create options for mutual gain**
 - Both general and specific levels
- 4. Use objective criteria**
 - Reduces subjective judgements

Think of discussion points in advance

- Your / their interests & priorities
- Short and long term goals
- Objective criteria
- What alternatives / range of options you can see
- What kind of questions to ask
- Is there a walk-away point



Negotiation is people business

People tend to have different orientations detectable in their approach to negotiation.

TASK orientation	RELATIONSHIP orientation	PERSONALITY orientation
<ul style="list-style-type: none">• Organizer• Innovator• Critic• Expert• ..	<ul style="list-style-type: none">• Team-builder• Compromiser• Mood minder• Gate-keeper• ..	<ul style="list-style-type: none">• Competitive• Antagonist• Click-builder• Withdrawer• ..

Two more negotiation concepts



A Zero sum game

- Only winners and losers
- When one wins, the other one loses

The “Pie” -metaphor

- Slice of which pie?
- Growing the pie





Team negotiation: Tale of Two towns



Conclusions:

1. Did you get what you wanted?
2. Is the solution fair to all concerned?
3. What would you do differently in the future?

STATUS CHECK

1. Home assignments missing?

- Need to be completed for the course grade

2. Individual compensation tasks

- Action planning

3. Feedback survey in MyCourses

- Please fill out ASAP





**THANK
YOU!**
