The Power of Influence & Negotiation

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Themes

• The broad nature of negotiation and influence
• Key factors for effective negotiation and influence
• Different negotiation styles and preferences
• Preparing effectively for different negotiations
• Simple assertiveness tactics
• Building confidence and presence.
Negotiation & Influence

• **Negotiation** is a discussion between two parties to determine ways to reach agreement and gain mutual satisfaction.

• **Influence** is a part of the negotiation process where there is a change in a person’s thoughts, feelings or behaviour because of another person’s approach.
Influencing factors

- Integrity
- Use of silence
- Flexibility
- Anticipation
- Curiosity

- Self Belief
- Having a clear message
- Being OK with disagreement
- Trust
- Rapport
- Assertiveness

- Mindset
- Clear outcome

- Focus
- Energy

- Power
- Encouragement
- Appropriate humour

- Taking time to understand
- Style
- Listening
- Body Language

- Strong relationship
- Preparation
- Timing

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The Dance of Negotiation & Influence

YOUR AGENDA

MY AGENDA

CREDIBILITY

EMPATHY

Integrity
Self Belief
Focus
Power

Having a clear message

Use of silence
Flexibility
Anticipation
Being open with disagreement
Clear outcome

Curiosity

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Questioning
Body language
Encouragement
Energy

Attentiveness
Listening
Appropriate humour

Style
Negotiation

Taking time to understand

Strong relationship

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Negotiating styles

RATIONAL
- Precise
- Questioning
- Responsive

EXPRESSIVE
- Focused
- Eloquent
- Assertive

CONTAINED
- Listening
- Understanding
- Sharing

RELATIONAL
- Interactive
- Inspiring
- Engaging

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Developing your Negotiation Strategy

• Think about the outcome you want
  – What is important to you in this negotiation?
  – What is your ideal outcome?
  – What will you settle for?

• Put yourself in the other’s shoes
  – What is important to them?
  – What are their issues, concerns, worries right now?
  – What might they want/need?
Negotiating assertively

Three step process

1. Acknowledge
   - let other person know that you see, or feel, or understand things from their perspective

2. State your position
   - say where you are with the situation, own it – use ‘I’ phrases, be succinct

3. State what you want
   - Clearly communicate what you suggest, or want to happen
Confidence & Presence

• We influence more with our ‘Body’ and ‘Tone’ than we do with our words!

• People remember
  – Body Language 70%
  – Tone/Tempo 20%
  – Words 10%

• Eye Contact, Posture & Self Belief are critical
Other negotiating techniques

• Ask for time
  – When asked to do something, take time to consider your position. e.g. ‘I know this important to you however, I need time to think about what you have said. I will call you later today’.

• Set clear boundaries
  – It is up to each individual to decide what boundaries they wish to create. e.g. ‘I know that you would like me to work late regularly however, I’ve committed to spending quality time with my children before their bed time, so although I can work late occasionally, to assist in an emergency, I cannot do this on a regular basis’.

• Inner dialogue
  – What we say to ourselves can have such a positive or negative effect. We need to give ourselves positive messages to aid our assertive response. E.g. ‘I’m OK / You’re OK’

• Respect
  – Respect ourselves and others and our right to be assertive

• Broken record
  – Restate/repeat what you have said in the same consistent way until your message cannot be ignored.