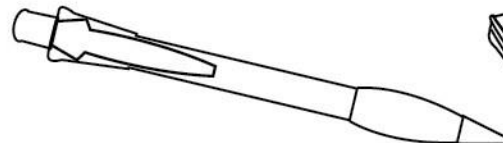
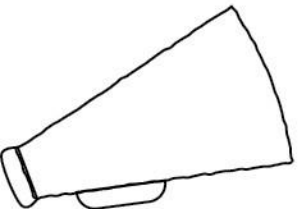


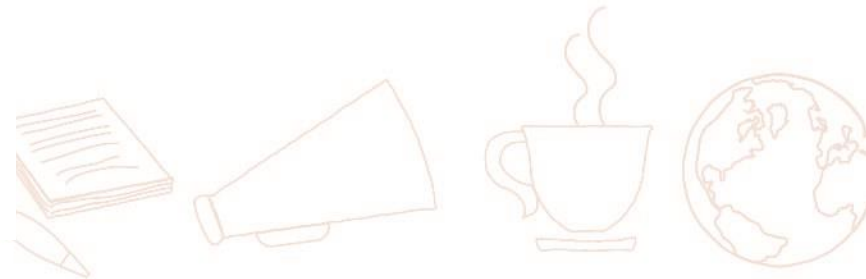
# **Painless (no, really!) Negotiating**

**Mary Ellen Bates**  
**BatesInfo.com**

**2015 QPLA Conference**  
**20 October 2015**



# What is negotiation?

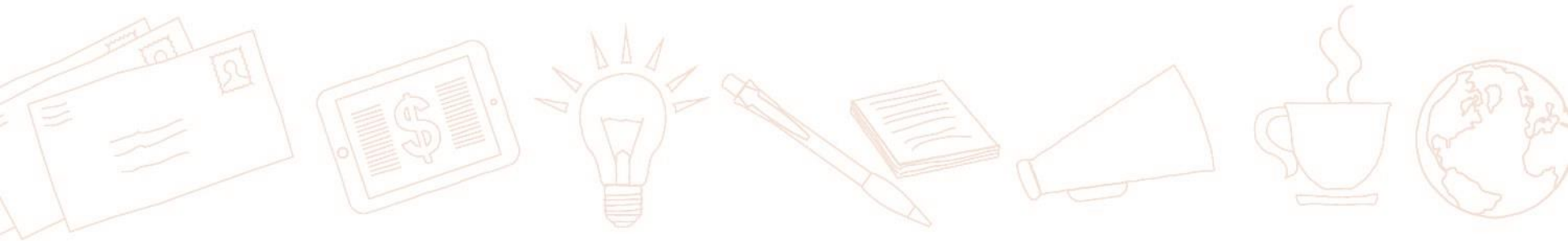


# Negotiation ≠ confrontation

It's not either/or

Assertive ≠ aggressive

Just show up!



# 5 Myths of Negotiation

**Negotiation is a power struggle**

**Compromise is weakness**

**You have to look out for #1**

**Never show your cards**

**You must be shrewd and cunning**



# Who is running your life?



# **‘You’re the boss’**



**Let the external world drive you**

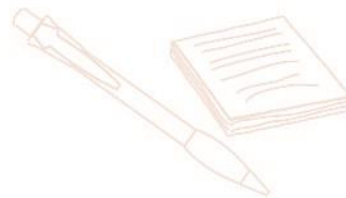
**‘I had no choice’**

**‘He makes me so mad’**

**‘I can't / I wish / if only...’**

**‘My boss never lets me...’**

**‘People take advantage of me’**



# 'I'm the boss of me'

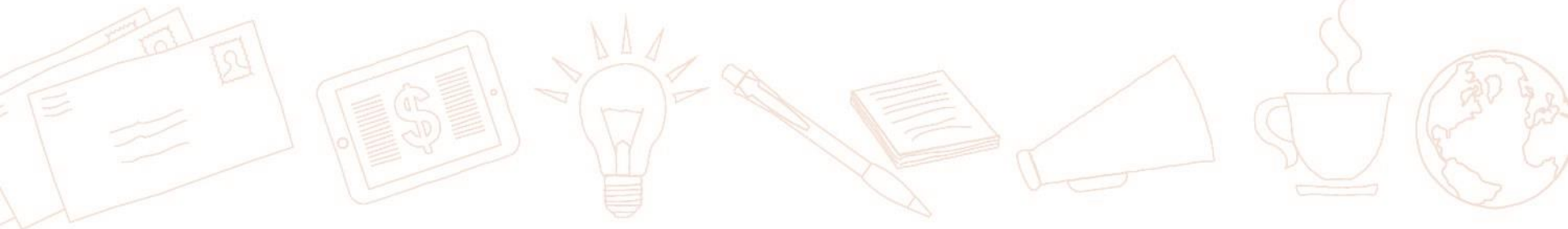


~~Let the external world drive you~~

Own your power to affect your world

~~'I had no choice'~~

'I didn't look at all the alternatives'



# 'I'm the boss of me'

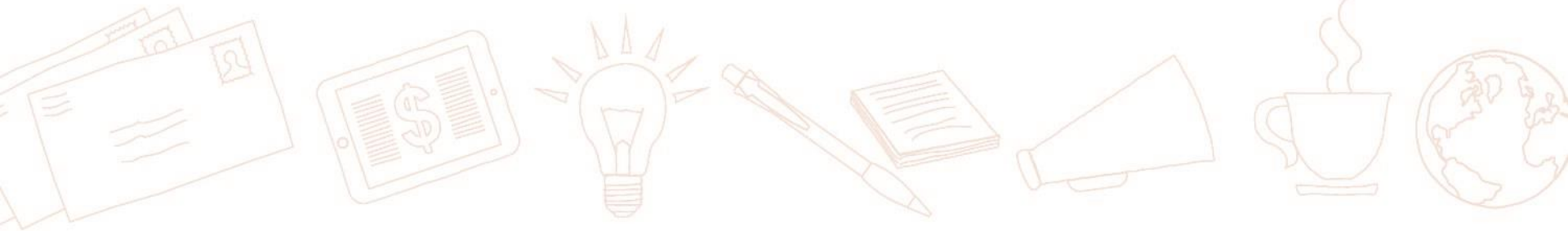


~~'He makes me so mad'~~

'I'm choosing to react angrily'

~~'I can't / I wish / if only...'~~

'What do I need to do to accomplish...?'





# 'I'm the boss of me'

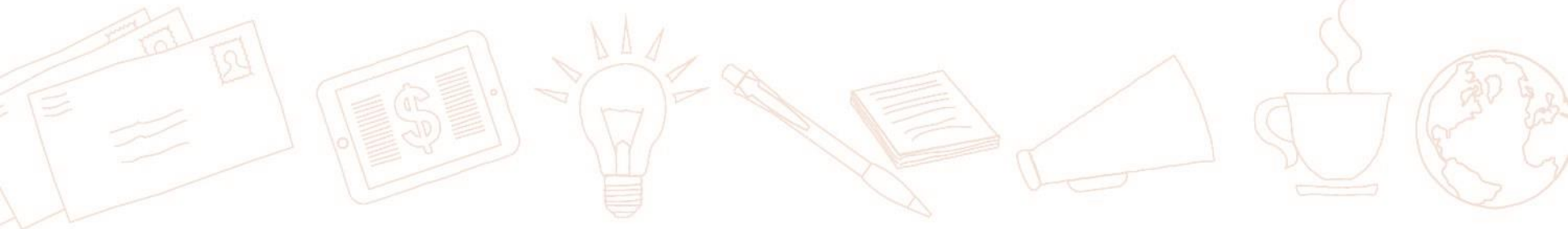


~~'My boss never lets me...'~~

'I haven't yet negotiated with my boss about...'

~~'People take advantage of me'~~

'Thanks for asking; I can't do that right now.'

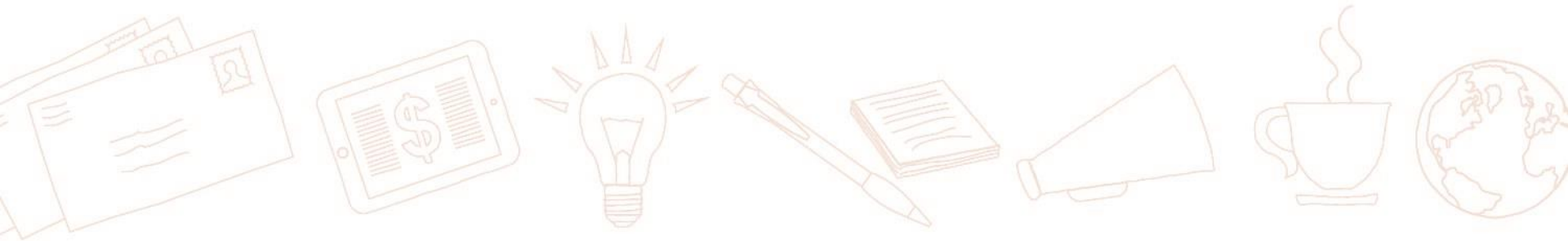


# Negotiate from abundance

It's never a zero-sum game

There's always a larger pie

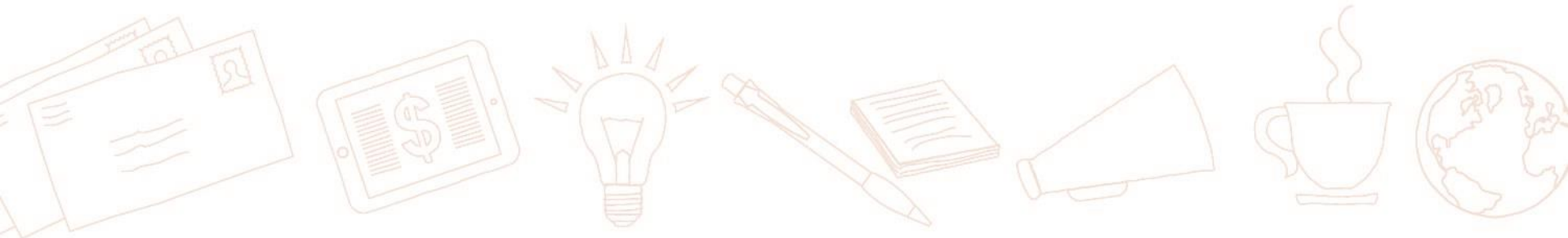
Shift from worst-case to best-case  
thinking



# Focus on results you both want

Interest-based rather than position-based discussion

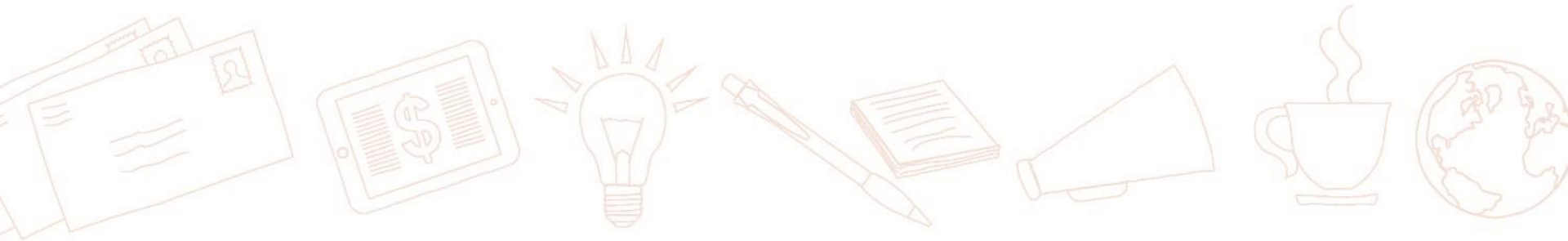
Aim for what's ideal, not what you'll settle for



# Focus on now, not history

Current situation, not what got you there

Focus on the problem, not each other

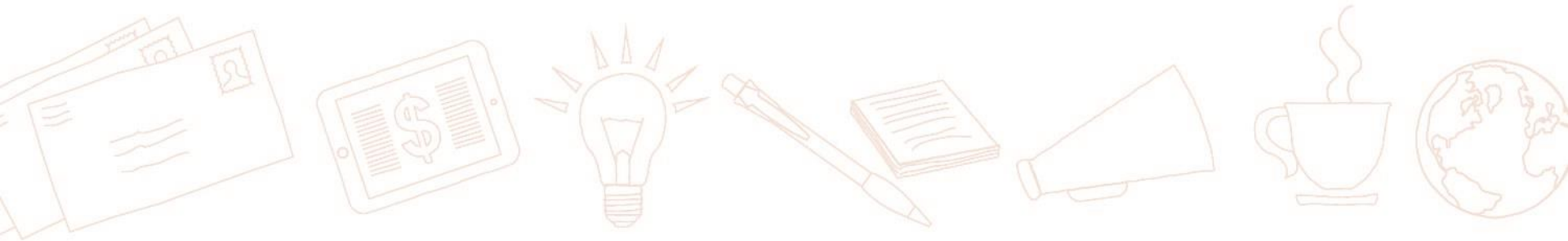


# Ask more questions!

**Do you know everything you need to know about the situation?**

**What else do you need to know?**

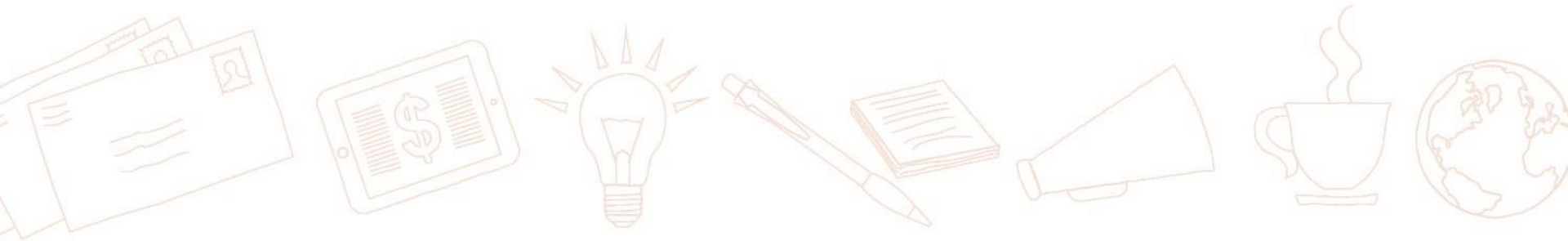
**How could you add more value?**



# Know when you have leverage

**When offered job or promotion**

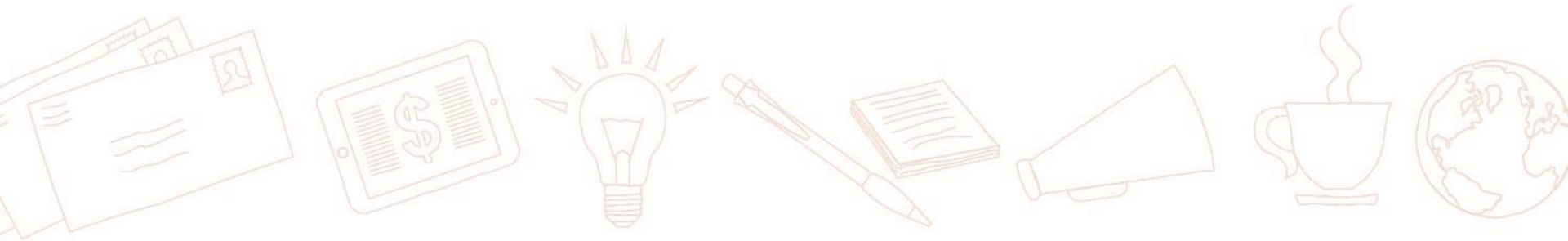
**'Hmmm, the figure I was expecting was closer to \$X. Could you walk me through how you arrived at \$Y?'**



# **‘No’ isn’t always ‘NO’**

**‘No’ just means ‘give me a reason to say yes’**

**What else can you offer?**

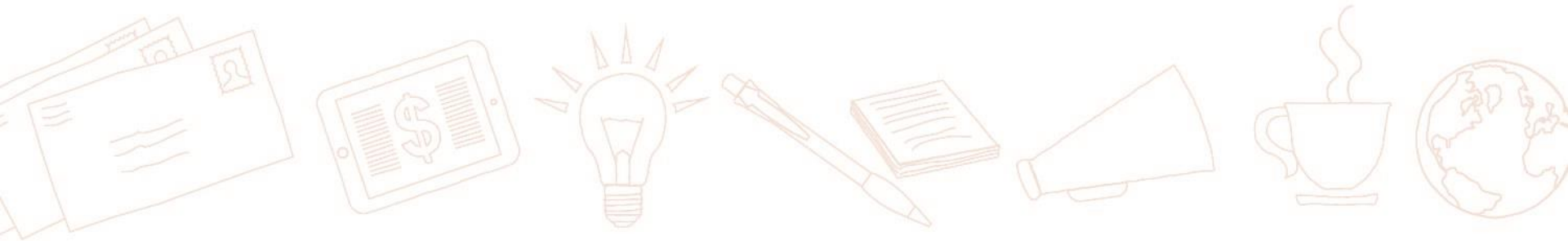


# Be able to walk away

Never invest more than you can  
leave on the table

Listen to your gut

Stop caring about the outcome





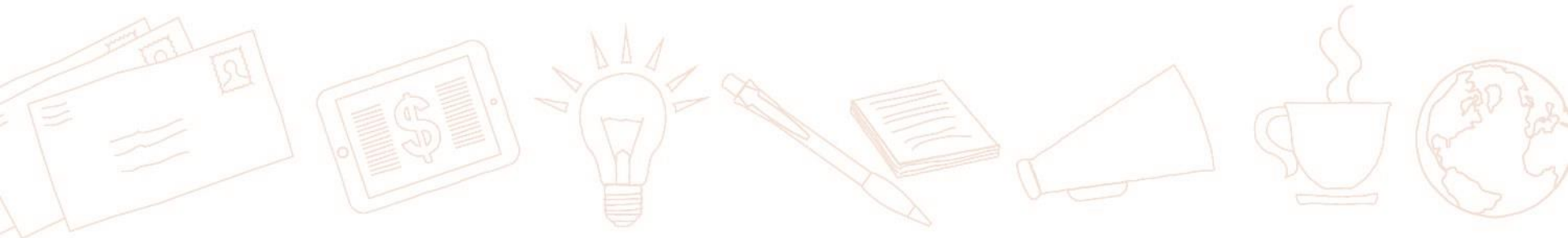
# Leave ego at the door

**Mad? Scared? Feeling like a victim?**

**Deep breath. And another.**

**Take counterpart's perspective**

**Maybe they're not evil after all!**

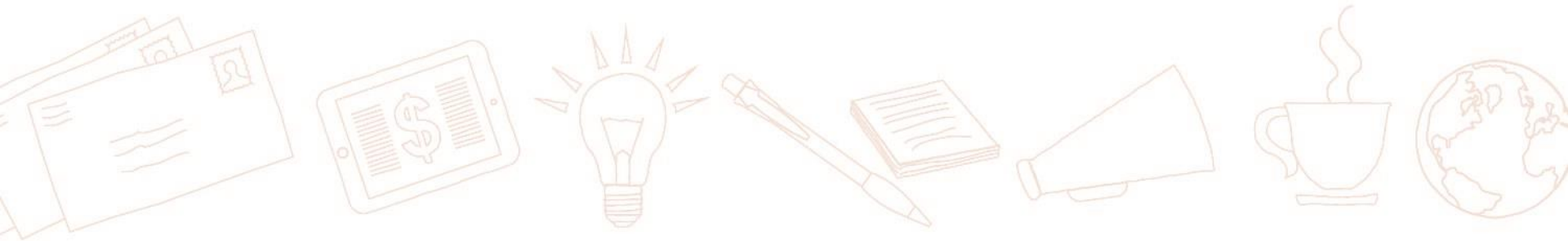


# De-fuse negotiation anxiety

**Create situation to succeed**

**'Can I have it for free?' doesn't count**

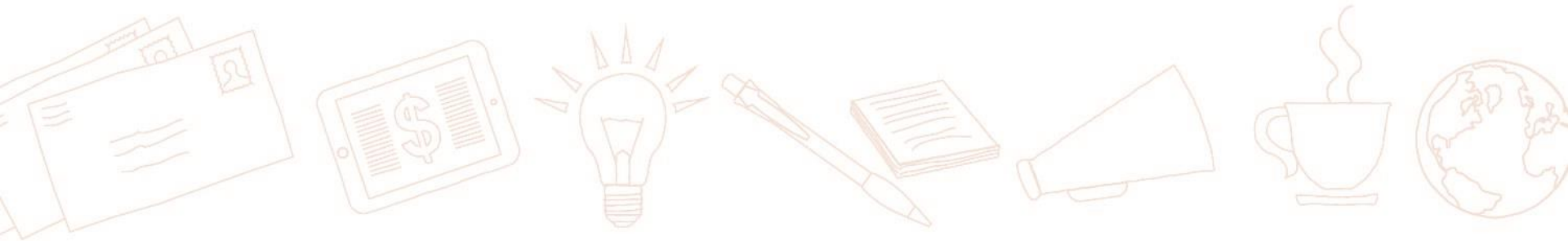
**How can you solve counterpart's  
problem?**



# It's business, not personal

## ...even when it's personal!

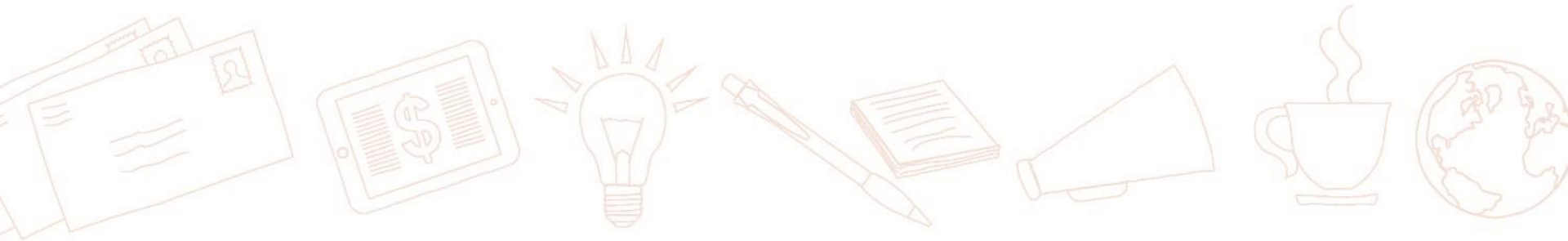
### You are your own best advocate.



# Your assignment

**In the next week, negotiate something**

**Did you survive the ordeal?**





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