

Monique MacKinnon presents:

# How to crack the code for a successful negotiation

# speaker

- Monique MacKinnon transforms people and industries in Canada, the United States, and United Arab Emirates. As an Industry Innovator, she provides expertise in business and community development, career advancement, collaborating, facility and human resource management, innovating, leadership, negotiating, and work-life balance.
- Since 2004, Monique has worked with executives, entrepreneurs and ten collaborators. She co-authored Tipping Point to Happiness and the Complete Guide To Successful Collaborations.
- Monique presented at: the Global Innovation Summit in Dubai (2016); IIDEX Canada (2016); BUILDIX Vancouver (2016, 2017); the BC Recreation and Parks Association (BCRPA) Symposium (2017); the International Facility Management Association (IFMA) Seattle Education Symposium (2016), World Workplace (2015), and Facility Fusion Vancouver (2015); the Advanced Facilities Management and Engineering Conference (AFEC, 2016); the Association of Service Providers for Employability and Career Training (ASPECT) Annual Conference (2016); Ottawa Product Management Association (OPMA) Product Camp (2014); and Department of Justice Canada Annual Retreat (2008).
- She has an Honours Bachelor of Physical Education degree, and is a Certified Advanced Technology Manager, WEL-Systems NLP Practitioner, and fitness and flying enthusiast.

# audience

- Architects?
- Interior designers?
- Other (specify)?

# audience

1. Who negotiates at work?
2. What do you negotiate?
3. Who is involved in the negotiation?

# audience

- 4. Is the negotiation done?
  - A. "Live" – Local: Face to Face
  - B. "Live" – Remote: Videoconference, Skype, FaceTime
  - C. "Live" – Remote: Phone, Other
  - D. Electronically

# audience

- Collaborative individuals, organizations, SMEs and communities
- Teams can be internal, external, or a mix of both

# objectives

1. How will collaborative negotiation soon be a required business competence?
2. What are common negotiation misconceptions and their remedies?
3. What is the code for a successful collaborative negotiation?
4. \*BONUS\*: The “Negotiate on the Fly” (NoF) process

# intro

- Negotiation is both 'an inside and outside job': an art, a skill, and a practice.
- Experience demonstrates that the person with negotiation skills gets the best deal.
- How self-confident and successful are you when negotiating with internal and external stakeholders?



# competence

Using Facility Management as an example, collaborative negotiation will soon be a required business competence for:

- Negotiating service level agreements with third party providers: consultants, contractors, suppliers
- Planning: e.g. FM technology needs analysis
- Resolving contract disputes and other conflicts: e.g. 1 organization, personnel and 2 vendor

# negotiating

- It's when two or more parties wanting/needing something from the other party explore and eventually agree upon the criteria for an exchange.
- Criteria are the standards that need to be met for testing or evaluating something.
- These standards can be values that we *move toward* (e.g. safety, perfection, accomplishments) or *move away from* (e.g. danger, pain, conflict).<sup>2</sup>

<sup>2</sup> Personality Selling: Valentino, Albert J.  
Using NLP And The Enneagram To Understand People & How They Are Influenced.

# criteria

- Within budget(s)
- Guarantees, compliance: e.g. with FM codes, policies, regulations and standards
- Design related
- Performance: e.g. service delivery, workplace productivity
- Satisfaction: e.g. customer, occupant
- Outcomes: e.g. project

# misconceptions

Armed with related skills, to prepare and conduct an empowered negotiation, please keep in mind these common negotiation misconceptions and remedies:

# misconceptions

1. **Misconception:** Perceiving negotiation is a win/lose or lose/win proposition.

- **Remedy:** Negotiation is a process, not a war. Prepare negotiation positioning – Win/Win.

2. **Misconception:** The initiator of the negotiation has all the power and directs the process.

- **Remedy:** Talk less and ask more questions.

# misconceptions

3. **Misconception:** Perceiving others know more, and have more power or time.
  - **Remedy:** Stay centered, grounded and focused.
4. **Misconception:** Assuming those involved have the same needs.
  - **Remedy:** Recognize and know all stakeholders' needs.

# misconceptions

5. **Misconception:** The balance of ownership of the negotiation elements is often the reason people fail either to initiate or conclude a negotiation.
  - **Remedy:** Info, time, money, or a perceived advantage are seldom the real issue.
6. **Misconception:** Assuming the impact of changes will take care of itself.
  - **Remedy:** Recognize and assess impact in all areas.

# collaborative

Un-Collaborative Negotiation	Collaborative Negotiation
<ol style="list-style-type: none"><li>1. Separates</li><li>2. Rational</li><li>3. Time-bound &amp; limited</li><li>4. Fear dominates</li><li>5. Needs approval</li></ol>	<ol style="list-style-type: none"><li>1. Unifies</li><li>2. Intuitive/Creative</li><li>3. Timeless &amp; infinite</li><li>4. Love dominates</li><li>5. Immune to criticism &amp; flattery</li></ol>



# examples

What is “collaborative”? – You...

- Let go of your idea or being right.
- Speak up when you know something is wrong.
- Communicate about difficult, not just easy stuff.

# examples

What is “collaborative”? – You...

- Communicate directly with colleagues, instead of making assumptions about them.
- Consider both big picture and daily details.
- *What else?*

# code

- What is the key-code that empowers and benefits all negotiating parties? – **SELF-ACCOUNTABILITY** for one's decisions, actions and results.
- It yields innovative solutions, creates alignment amidst the stakeholders, and saves time and money.

# code

- Self-accountability requires **INTEGRITY**, including bridging The Gap between your Collaborator Strengths and Vulnerabilities.
- This wholeness keeps you balanced when negotiating.
- *Why is balance important in negotiations?*

# intuition

According to Steve Jobs: “Caring deeply about what customers want is much different from continually asking them what they want; it requires intuition and instinct about desires that have not yet formed. Our task is to read things that are not yet on the page.”

Resource: <https://hbr.org/2012/04/the-real-leadership-lessons-of-steve-jobs>

# intuition

- Your intellect plays games and is attached to preconceived outcomes.
- It can't venture into the unknown or innovate.
- It can only contemplate the known.

# NoF

- With Negotiate on the Fly (NoF), you receive solutions via your **intuition**, not intellect.
- To use this tool, you first need to identify your Intuitive Channel and Collaborator Type.

# channel

- What are your Most Used Daily Words? – *See chart on next slide*
- Jot down the category: See, Hear, Feel, or Think-Sense.



# channel

## Most Used Daily Words

**See**, Appear, Bright, Clear, Cloudy, Dim, Display, Envision, Flash, Focus, Foggy, Glance, Graphic, Imagine, Look, Perspective, Preview, Picture, Scan, Show, Sight-See, Sparkle, View, Watch

**Hear**, Announce, Answer, Argue, Ask, Attune, Boom, Call, Complain, Cry, Discuss, Explain, Harmonize, Harsh, Inquire, Listen, Noisy, Resonate, Scream, Shout, Sound, Talk, Tell, Whisper

**Feel**, Angle, Bounce, Burden, Comfortable, Concrete, Connect, Crumble, Exciting, Fits, Fun, Grounded, Handle, Hug, Play, Pressure, Relationship, Share, Smooth, Solid, Together, Touch, Warm, Work

**Think or Sense**, Compute, Conceive, Consider, Data, Detail, Evaluate, Facts, Know, Learn, Logical, Meaning, Methodological, Orderly, Precise, Process, Rationalize, Relevant, Sequence, Specific, Study, Thorough, Words

# channel

- What is your Intuitive Channel? – *See chart on next slide*
- Jot it down.
- Commit fully to it, starting now.

# channel

## Intuitive Channel

**Clear Seeing:** This is about what you envision, dream about, read, and notice in your surroundings.

**Clear Hearing:** This is about what you hear, *outwardly* e.g. within music lyrics, from someone else, and *inwardly* e.g. telepathically.

**Clear Feeling:** This is about what you receive via your body as you're exercising, driving, doing house chores or feeling emotions, like uncomfortable ones in the pit of your stomach.

**Clear Thinking:** This is about what you know, which is a mix of the Visual, Auditory and Kinesthetic.

# type

- What is your Collaborator Type? – *See chart on next slide*
- Note it. Commit fully to it, starting now.
- Who is....:
  - A. A “V” Type?
  - B. An “A” Type?
  - C. A “K” Type?
  - D. A “D” Type?

# type

## Collaborator Type

**"V" - Visual Type:** Big picture visioning, Leading...being seen, Organizing, Planning, Project management, Timing

**"A" - Auditory Type:** Ideas and inventions (including the stage), Like to be leaders, Prefer to be implicated at the start or finish of a project or other activity (get bored in the middle)

**"K" - Kinesthetic Type:** Creativity, Decision making, Details, Final touches, Quality control, Team rapport and morale

**"D" - Auditory Digital Type:** Analysis, Complex problem solving, Details, Ensuring order and maintenance, Planning and sequencing, Project development and prevention-safety

# bridging

- What Collaborator Strength and Vulnerability will you work with today? – *See charts on next slides*
  - E.G. “K” Type: creativity & discernment
  - E.G. “D” Type: complex problem solving & trusting
- Write these down. Commit fully to them, starting now.

# bridging

Collaborator Strengths	Collaborator Vulnerabilities
<b>"V" - Visual Type:</b> Big picture visioning, Leading...being seen, Organizing, Planning, Project management, Timing	<b>Flexibility:</b> If a plan or event is changed, they need time to change their picture – since they transfer thoughts into pictures.

# bridging

Collaborator Strengths	Collaborator Vulnerabilities
<b>"A" - Auditory Type:</b> Ideas and inventions (including the stage), Like to be leaders, Prefer to be implicated at the start or finish of a project or other activity (get bored in the middle)	<b>Diplomacy:</b> Can be perceived as blunt, harsh or direct with the words they use and their voice tone. Often, they are not aware of this and are misunderstood as being angry. In reality, they are just making their point(s).



# bridging

Collaborator Strengths	Collaborator Vulnerabilities
<b>"K" - Kinesthetic Type:</b> Creativity, Decision making, Details, Final touches, Quality control, Team rapport and morale	<b>Detachment:</b> Need to learn how to: mind their own business; allow others to be sad, angry or hurt without feeling like they have to fix or improve their situation; and empower others to solve their own problems  <b>Discernment:</b> Find it difficult to make a clear distinction-separation between their and others' feelings and emotions – creates confusion. Can easily become "emotional sponges".

# bridging

Collaborator Strengths	Collaborator Vulnerabilities
<b>"D" - Auditory Digital Type:</b> Analysis, Complex problem solving, Details, Ensuring order and maintenance, Planning and sequencing, Project development and prevention-safety	<b>Trust:</b> They need to know that they can trust people, things, situations and concepts. Once trust is broken or betrayed, it takes a long time to rebuild or becomes impossible to do so.  <b>Interruptions:</b> They can become irritated, frustrated, resentful, confused, belligerent, impatient and unreceptive if their sequence is disrupted.

# NoF

**Step 1:** Accurately identify the problem or gap.

**Step 2:** Ask “What are my personal and professional motivations for, and the benefits of negotiating this?”

**Step 3:** Ask “What new possibilities is this problem or gap generating?” and “How could stakeholders increase their value/expand the negotiation pie?”

**Step 4:** Ask “What is my First Action Step?” Tune into and receive the answer via your Intuitive Channel. Be open, relaxed, and receptive.

**Step 5:** Using your chosen Collaborator Strength (e.g. creativity) and Vulnerability (e.g. discernment), apply Steps 1 to 4 to the negotiation.

**Step 6:** Maintain metrics regarding the NoF outcomes.

# NoF

**Step 1:** Accurately identify the problem or gap.

**Step 2:** Ask “What are my personal and professional motivations for, and the benefits of negotiating this?”

# NoF

**Step 3:** Ask “What new possibilities is this problem or gap generating?” and “How could stakeholders increase their value/expand the negotiation pie?”

**Step 4:** Ask “What is my First Action Step?”  
Tune into and receive the answer via your Intuitive Channel. Be open, relaxed, and receptive.

# NoF

**Step 5:** Using your chosen Collaborator Strength (e.g. creativity) and Vulnerability (e.g. discernment), apply Steps 1 to 4 to the negotiation.

**Step 6:** Maintain metrics regarding the NoF outcomes.

*Let's practice!*

# NoF

**Step 1:** Accurately identify the problem or gap.

**Step 2:** Ask “What are my personal and professional motivations for, and the benefits of negotiating this?”

**Step 3:** Ask “What new possibilities is this problem or gap generating?” and “How could stakeholders increase their value/expand the negotiation pie?”

**Step 4:** Ask “What is my First Action Step?” Tune into and receive the answer via your Intuitive Channel. Be open, relaxed, and receptive.

**Step 5:** Using your chosen Collaborator Strength (e.g. creativity) and Vulnerability (e.g. discernment), apply Steps 1 to 4 to the negotiation.

**Step 6:** Maintain metrics regarding the NoF outcomes.

# questions?



# info

- Monique MacKinnon, Speaker-Trainer-Coach
- Email: [monique@energeticevolution.com](mailto:monique@energeticevolution.com)
- Tel: 613-234-0305 (Ottawa, Canada)
- LinkedIn: <https://ca.linkedin.com/in/moniquemackinnon>
- Website: [www.energeticevolution.com](http://www.energeticevolution.com)