THE NEGOTIATOR

Part of the

#StewardRoles

Training

A Strength>Future>Foundation Series
In this edition of our Strength>Future>Foundation>Series our #Goals are to bring you [the Shop Steward], a fresh perspective of what our #StewardRoles are.

Over the next several months we are taking a deeper look at those various #StewardRoles through interactive discussions on ways that we can increase our impact within our movement, our shops and beyond into our communities.
“LIFE IS A NEGOTIATION”...
NE·GO·TI·ATE

Verb

2. find a way over or through (an obstacle or difficult path).
NE·GO·TI·A·TION

Noun

Discussion aimed at reaching an agreement.
THE DYNAMICS OF NEGOTIATIONS
DYNAMICS OF NEGOTIATIONS

Their Objectives

Your Objectives

Your Objectives
WHO STEWARDS NEGOTIATE WITH

- **Management** –
  - Grievances, policy, contract language
- **Members** –
  - Disputes between each other
- **Grievants** –
  - Disputes between Management

Shop Stewards commonly negotiate with:
COMMON PITFALLS OF NEGOTIATIONS

COMMON PITFALLS THAT GET IN THE WAY OF ANY NEGOTIATIONS.

• Ourselves —
  • Our own thoughts about our arguments or what our responses will be to theirs can be our worst mistakes.

• Failure to understand our counterpart —
  • Not understanding the position the other party is coming from keeps the underlying objectives hidden and keeps us farther from the goal.

• Emotions —
  • Failing to accurately read our counterparts emotions or to keep our own emotions in check can break down the communication.
YES

Beware “Yes”, Master “No”… Sometimes we can get so caught up with getting to “Yes” that we often mistake which “Yes” we are hearing.

• Counterfeit Yes –
  • When they want to say “no“ but “yes” is an easier escape. This is a disingenuous YES.

• Confirmation Yes –
  • A simple affirmation with no promise of action. Sometimes laid out as a TRAP

• Commitment Yes –
  • The real deal… that leads to action!
REVISITING COMMUNICATION

Communication is at the foundation of every negotiation,

Not all communication is verbal...
EMPATHY

• **Ourselves** —
  • Practicing Empathy and Active Listening allows us to silence the voice in our head.

• **Failure to understand our counterpart** —
  • Through Empathy and Active Listening we can become more aware of our counterpart’s agenda. Understanding our counterpart give us an advantage.

• **Emotions** —
  • Empathy and Active listening helps keep our emotions in check and allows us to closely pay attention to subtle details that we ignored before.

ACTIVE LISTENING

“Good Negotiators know that their job isn’t to put on a great performance but to gently guide their counterpart to discover their goal as his own”.
DYNAMICS OF NEGOTIATIONS

Your Objectives

Their Objectives
DYNAMICS OF NEGOTIATIONS

Your Objectives

Their Objectives

Their Objectives

Your Objectives
OVERCOMING “YES” AND MASTERING “NO”

...
"THERE IS A TIME TO BE TOUGH... A TIME TO BE ADAMANT... A TIME TO BE OPEN TO COMPROMISE... AND A TIME TO REACH AGREEMENT.

JAMES R. "JIMMY" HOFFA
Teamsters Union General President 1957 - 1971"