

The Art of the Ask: Negotiating Win-Win Agreements

Discussion Guide

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General Discussion Guidelines

Actively engaging with the video's content is central to an effective watch party. Good discussion questions are a major tool. They get people started talking with each other in a way that adds value to their experience of the video. Ask "open-ended" questions. These are questions that don't have "one right answer," and they can't be answered in one or two words like "yes" or "no."

Acknowledge your role at the outset. You likely want to participate in the discussion like everyone else. To reduce the risk of being seen as the "expert," acknowledge your role as a participant, in addition to posing discussion questions. Consider how to address information requests or action items that may arise. (For example: Will you ask for volunteers to research and report back?). Otherwise, people may assume that you'll take responsibility.

Plan an intentional sequence of questions to offer for discussion. The following sequence follows the natural path the mind takes with new information. It's a good idea to start with an "objective" question. Each level of question (1-4) builds on the preceding discussion. It's rare to have time for more than a few questions, so be selective about which questions you plan for your group.

1. **Objective Questions** give participants a chance to focus in on the content. These give everyone a chance to quickly participate from the start. One quick objective question is often enough.
2. **Reflective Questions** call up listeners' impressions, reactions, and thoughts.
3. **Interpretive Questions** get people thinking about the meaning the content holds for them. Making connections between the content itself, and their broader world.
4. **Decisional/Action Questions** stimulate participants to commit to doing something differently or something new (big or small).

See [6 Steps to Hosting a Watch Party](#) for sample questions that apply across many topics using this sequence. You can also engage participants through a relevant exercise or skills practice. (Active engagement is key to people's consolidating what they've learned.) Consider a short discussion first.

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Suggested Discussion Questions

Objective Questions:

- What struck you when Lisa described a "Winning Mindset?"
- What struck you about strategically planning for a negotiation?

Reflective Questions:




- How do you understand the idea of a “BATNA” (Best Alternative to a Negotiated Agreement)?
- What came up for you about having a winning mindset?
- What surprised you in Lisa’s data about how the ways our communication gets conveyed?

Interpretive Questions:



- Lisa talked about preparing your business case when planning for a negotiation. How do you see that being helpful? If you’re thinking about a particular negotiation, what could your business case include?
- The participants in Lisa’s workshop asked lots of questions. Why do you think this topic raised so many questions from the audience? (This question is not recommended unless your viewers watched some of the Q&A segments.)
- Lisa described several aspects of communicating your “Ask” effectively. Among them was [one of the following]. What insight or questions does this idea raise for you?
 - Request rather than demand
 - Listen to understand
 - Explore options
 - Offer win-win solutions
 - End with agreements
 - Follow up
- How can you see this idea being helpful going forward?

Action Questions


- What would you like to try out after seeing and discussing Lisa’s talk?
- What information do you want to collect to prepare for *your* negotiation (if you have one)?

NOW Conference 2018 Recorded Session Timeline			Session Title:	The Art of the Ask (Negotiation) - Lisa Rykert	
Start Time (Format min:sec)	Duration	Slide	Segment Theme or Main Point	Facilitation Suggestions	
0:00:00	02:00	1 	Opening & introduction	Show from 0:00 to 6:09	
0:02:00	01:37		We negotiate all the time. Directed to think about 5 "asks"		
0:03:37	01:11	2 	3 main areas to cover: Winning Mindset (including re-framing). How to plan effectively. Communicating your "Ask"		
0:04:48	01:21	4 	Quote: "Let us never negotiate out of fear. But let us never fear to negotiate." (JFK) Fear to confidence. Pick 1 of 5 asks from above		
0:06:09	01:41		Exchange of "Asks" in audience		Pause video. Option: ask participants to exchange asks. Allow one minute. Advance video to 7:50
0:07:50	03:01		Debrief – How many were inspired? How may were job related? How many about salary? How many about work? (Elicited examples & commented.)		Resume video.

0:10:51	02:14	<p>5</p> <p>The Art of the Ask: Negotiating Win-Win Agreements</p> <p>Winning Mindset</p> <ul style="list-style-type: none"> 75% - Never asked for a raise 44% - Got what they wanted when they asked 31% - Got some of what they asked for 	<p>Polled how many have negotiated. Research data about how many people negotiate & the associated outcomes.</p>	
0:13:05	00:20		<p>MINDSET: Asked for examples of what's worked in negotiation & the related mindset</p>	
0:13:25	03:52	<p>6</p> <p>The Art of the Ask: Negotiating Win-Win Agreements</p> <p>Winning Mindset</p> <ul style="list-style-type: none"> Fear, Demand, Anger, Lack, Entitlement Confidence, Request, Goodwill, Value Offer, Shared Vision, Win-Win 	<p>Winning mindset. Away from fear, demand, anger, lack, entitlement</p>	
0:17:17	05:08	<p>7-8</p> <p>The Art of the Ask: Negotiating Win-Win Agreements</p> <p>Winning Mindset</p> <ul style="list-style-type: none"> Fear, Demand, Anger, Lack, Entitlement Confidence, Request, Goodwill, Value Offer, Shared Vision, Win-Win <p>The Art of the Ask: Negotiating Win-Win Agreements</p> <p>Winning Mindset</p> <ul style="list-style-type: none"> Confidence 	<p>Confidence: Commit, Assess, Prepare Power Pose, Practice</p>	<p>Continue video.</p>
0:22:25	00:35	<p>9-10</p> <p>The Art of the Ask: Negotiating Win-Win Agreements</p> <p>What makes a powerful ask?</p> <ul style="list-style-type: none"> Winning Mindset Strategic Planning Effective Communication <p>The Art of the Ask: Negotiating Win-Win Agreements</p> <p>Strategic Planning</p>	<p>Strategic Planning. Example: Dilbert cartoon</p>	

0:23:00	07:07	11 <small>The art of the Ask: Negotiating the Win-Win Agreement</small> Strategic Planning <ul style="list-style-type: none"> Identify what you want Identify what they want Prepare your business case Prepare concessions Know your Best Alternative to a Negotiated Agreement (BATNA) Apply your winning mind-set strategies 	Specifics about being strategic. Info. resources about salary at UC. Introduced BATNA.	Continue video.
0:30:07	03:04	12 <small>The art of the Ask: Negotiating the Win-Win Agreement</small> Strategic Planning 	BATNA cartoon + translated to a UCB salary conversation	
0:33:11	01:32		Audience question – Does your perceived value play into negotiation? [YES]	Optional depending on time. Over 7 min. answering audience questions.
0:34:43	01:42		Audience question – Do I need to show that my value is greater than what they hired me for?	
0:36:25	03:45		Audience question – What is the success rate if the other party can hire somebody else? [Communicate what's in it for them. Think about concessions.]	
0:40:10	02:50		Unclear audience question	Advance video to 43:00 or 57:04.
0:43:00	04:12		Audience question – If you have a job offer outside of dept., when to bring that into the conversation for your current job? [BATNA, Role played an approach]	
0:47:12	05:37		Audience question about having been declined raises due to budget, until the person has a job offer elsewhere.	Pause video at 47:12 and skip ahead to 53:53 or 57:04. Worthwhile points were made, but mostly out of microphone range.
0:52:49	01:04		Audience contribution away from microphone	
0:53:53	03:11		Lisa's comments about salary transparency and researching salaries of peers.	Optional. If shown, alert participants that the topic is salary transparency

0:57:04	01:29	<p>14-15</p> <p>The Art of Ask: Negotiating for What You Want</p> <p>Effective Communication</p> <p>The biggest communication problem is we do not listen to understand. We listen to reply.</p> <p>Do not allow your ego to get in the way of the agreement</p> <p>Effective Communication</p> <ul style="list-style-type: none"> Make your Ask – Request rather than demand Listen to understand Stay in the conversation Explore options Offer win-win solutions End with agreements Follow up 	Effective communication	
0:58:33	01:12	<p>16-17</p> <p>The Art of Ask: Negotiating for What You Want</p> <p>Effective Communication</p> <p>Non-verbal messages are used more than verbal during a meeting and are more likely to be noticed and remembered.</p> <p>Do not let the ask, negotiating for what you want</p> <p>Effective Communication</p> <p>Verbal</p> <ul style="list-style-type: none"> Small talk Credibility Business case Competition Clarity/Confirm Affirm Follow up <p>70% of communication is through words</p> <p>30% of communication is through tone of voice</p>	Effective Communication quote & verbal/non-verbal carriers of communication messages	Resume video. Show to end.
0:59:45	01:02	<p>19</p> <p>The Art of Ask: Negotiating for What You Want</p> <p>Effective Communication</p> <p>Non-Verbal</p> <ul style="list-style-type: none"> Attitude Composure Listening Body language Eye contact Smile Handshake <p>35% of communication is through body language</p>	Non-verbal communication sources	

1:00:47	00:34	20-21 	Request that participants practice soon.	Show to end.
1:01:21	--		Thanks and end.	
Total	1:01:21			