

NOW
2018
Staff Career Development
Conference

*Inspiring
Sustainable
Opportunities*

The Art of the Ask: Negotiating Win-Win Agreements

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Kula Coaching

What makes a powerful ask?

Winning Mindset

Strategic Planning

Effective Communication

What makes a powerful ask?

Winning Mindset

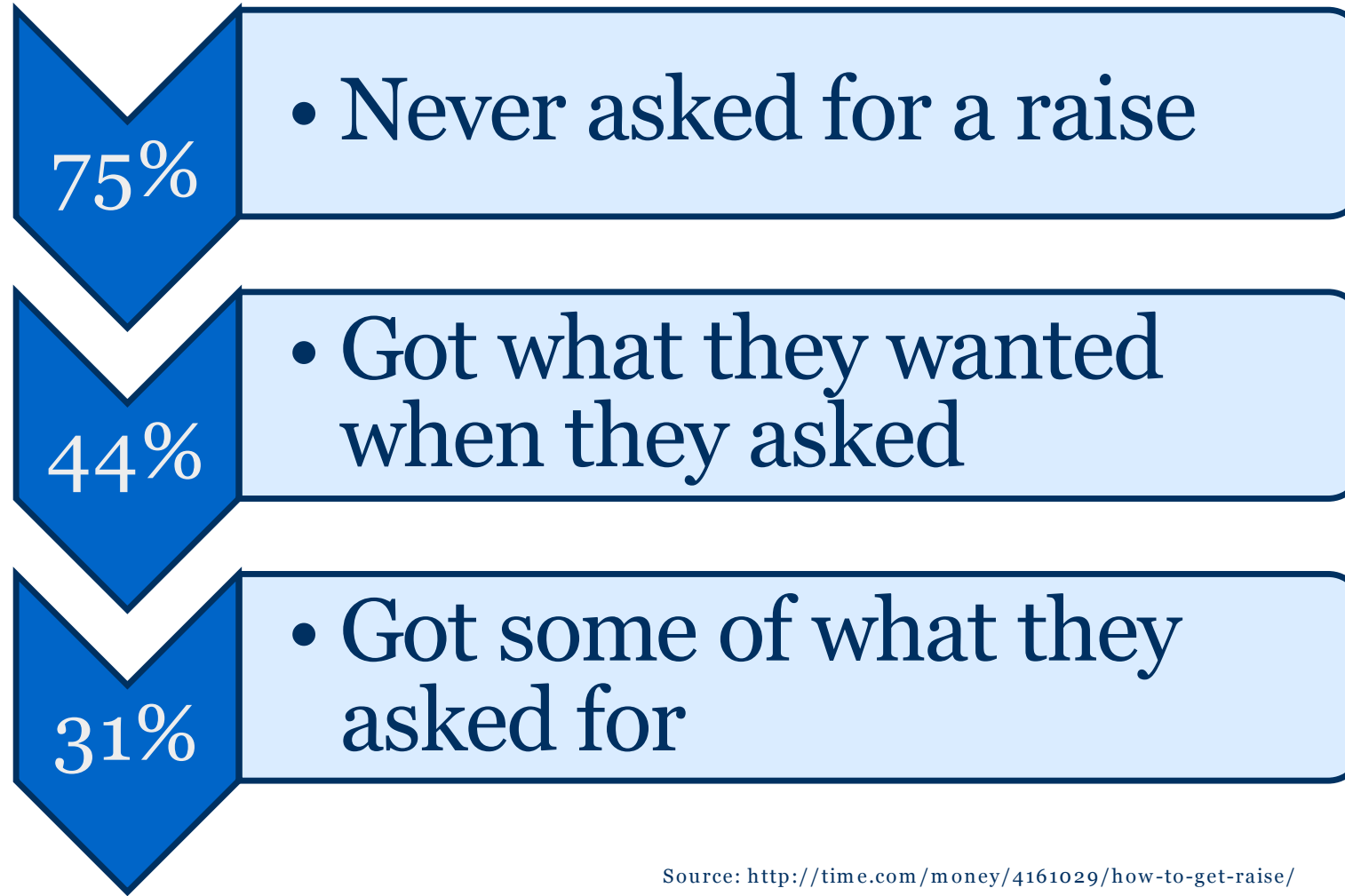
Strategic Planning

Effective Communication

Winning Mindset



Winning Mindset

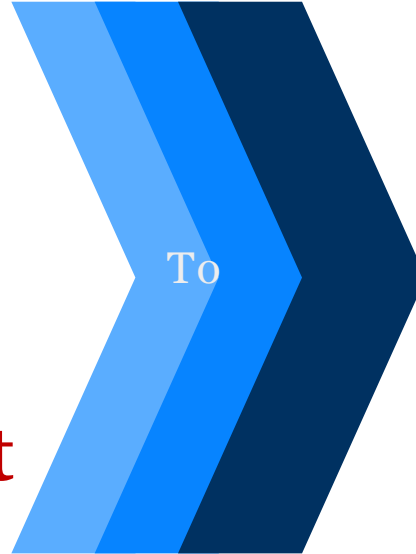


Source: <http://time.com/money/4161029/how-to-get-raise/>

Winning Mindset



Fear
Demand
Anger
Lack
Entitlement



Confidence
Request
Goodwill
Value Offer
Shared Vision
Win-Win

Winning Mindset



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Confidence



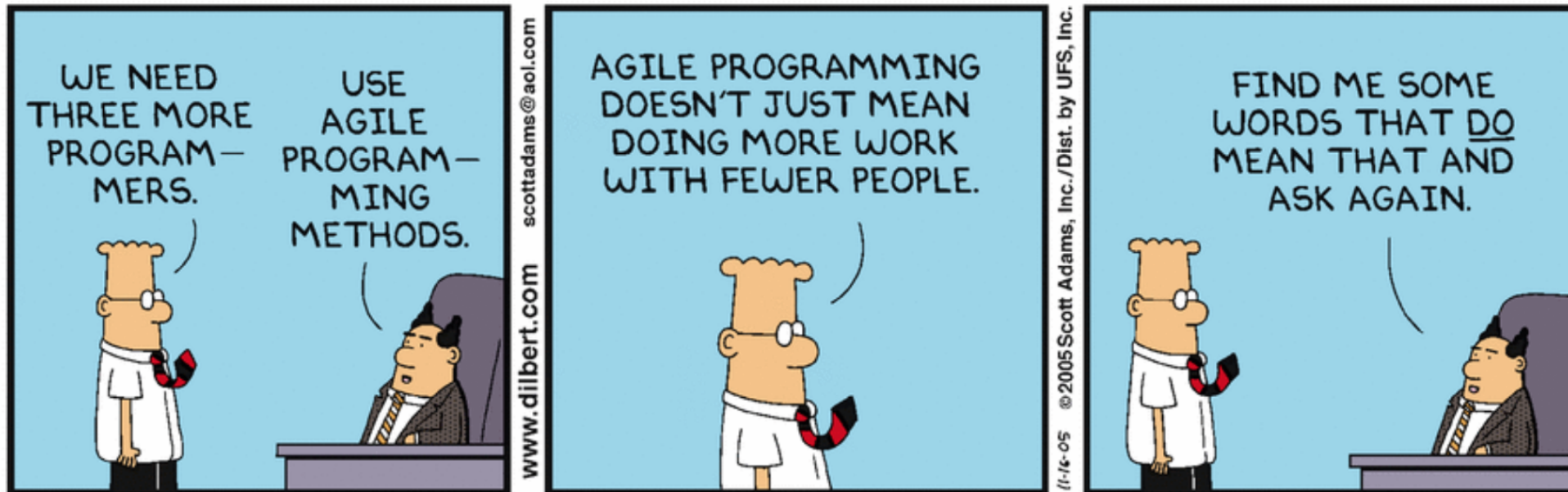
What makes a powerful ask?

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Strategic Planning





Strategic Planning

- ▶ 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 mindset strategies

Strategic Planning

Best Alternative to a Negotiated Agreement (BATNA)

Without a BATNA	With a BATNA
	
<p>The negotiator is at the mercy of the best offer she receives.</p>	<p>The negotiator knows she can push for more because she is not dependent on the negotiation being successful.</p>

What makes a powerful ask?

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Effective Communication

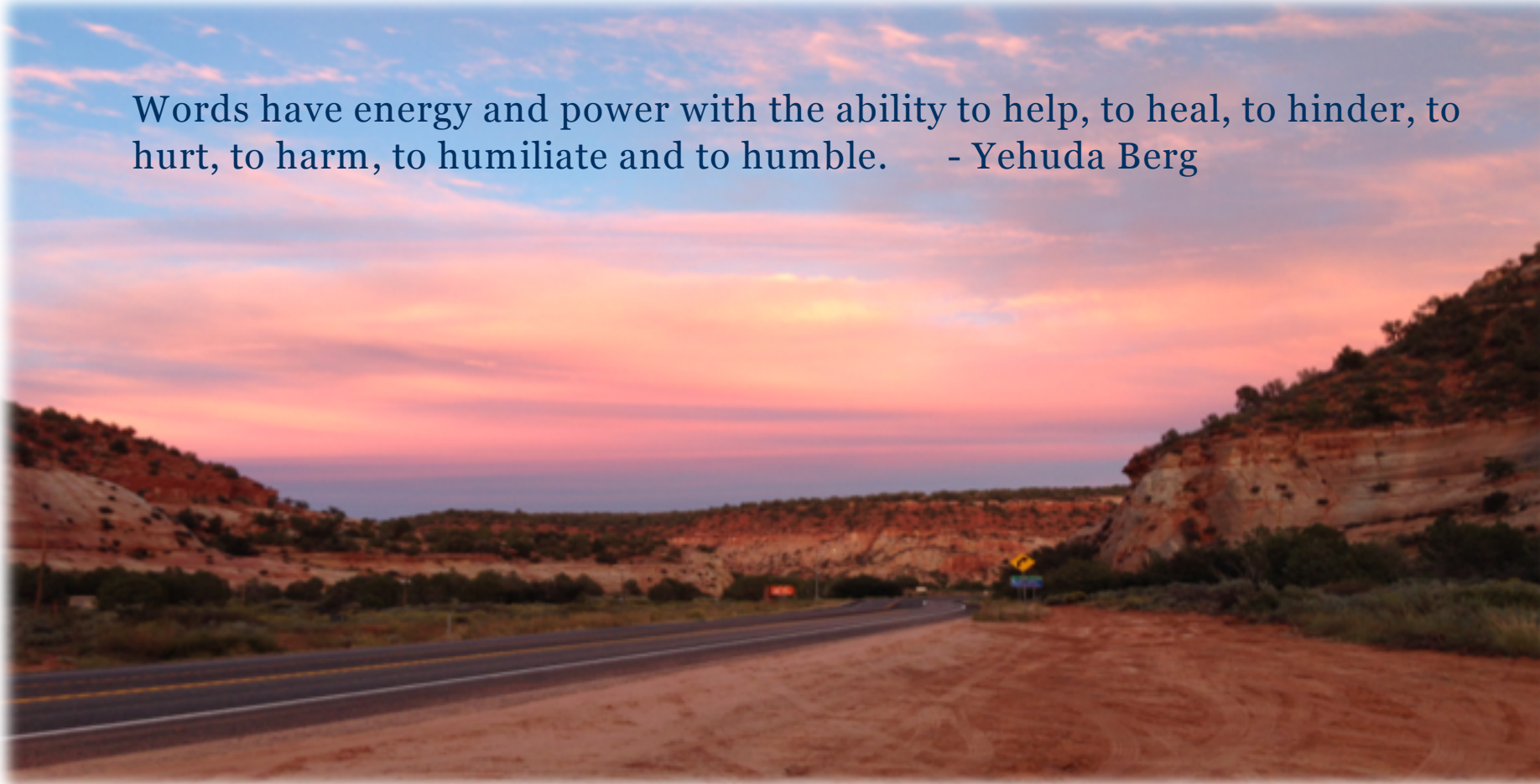


Effective Communication

- ▶ 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

Words have energy and power with the ability to help, to heal, to hinder, to hurt, to harm, to humiliate and to humble. - Yehuda Berg



Effective Communication

Verbal

- Small talk
- Gratitude
- Business case
- Compromise
- Clarify/Confirm
- Affirm
- Follow up

7% of
communication
is through
words

38% of
communication
is through
tone of voice

Effective Communication

People may hear your words, but they feel your attitude. - John C. Maxwell



Effective Communication

Non-Verbal

- Attitude
- Composure
- Listening
- Body language
- Eye contact
- Smile
- Handshake

55% of
communication
is through
body language

What makes a powerful ask?

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Put it
into practice!

What makes a powerful ask?



The key to a
successful
negotiation is to
ASK!

Questions?

Win-Win



Thank you!

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