

THE NEGOTIATOR



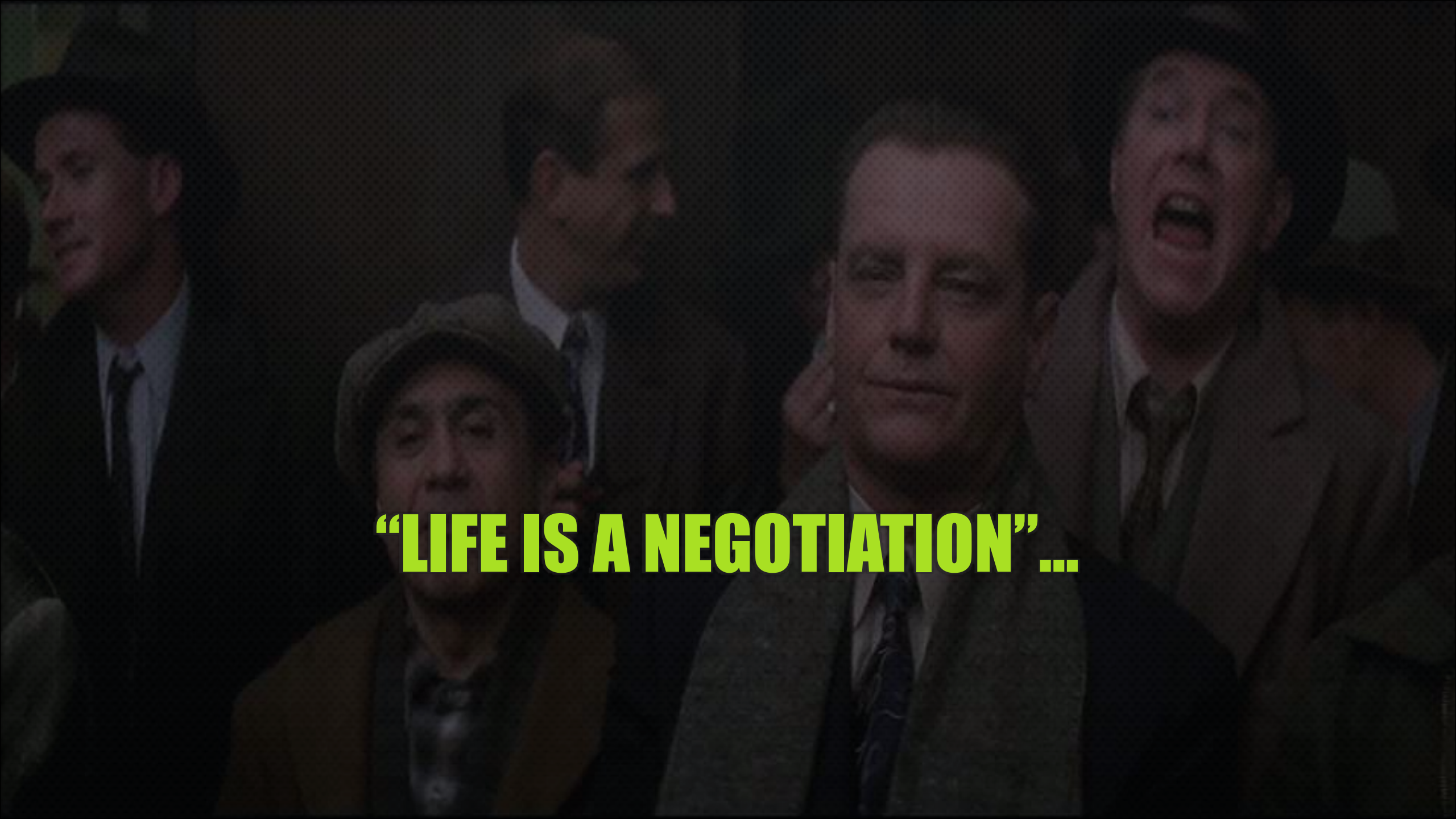
PART OF THE
#STEWARDOLES
TRAINING

A STRENGTH>FUTURE>FOUNDATION SERIES

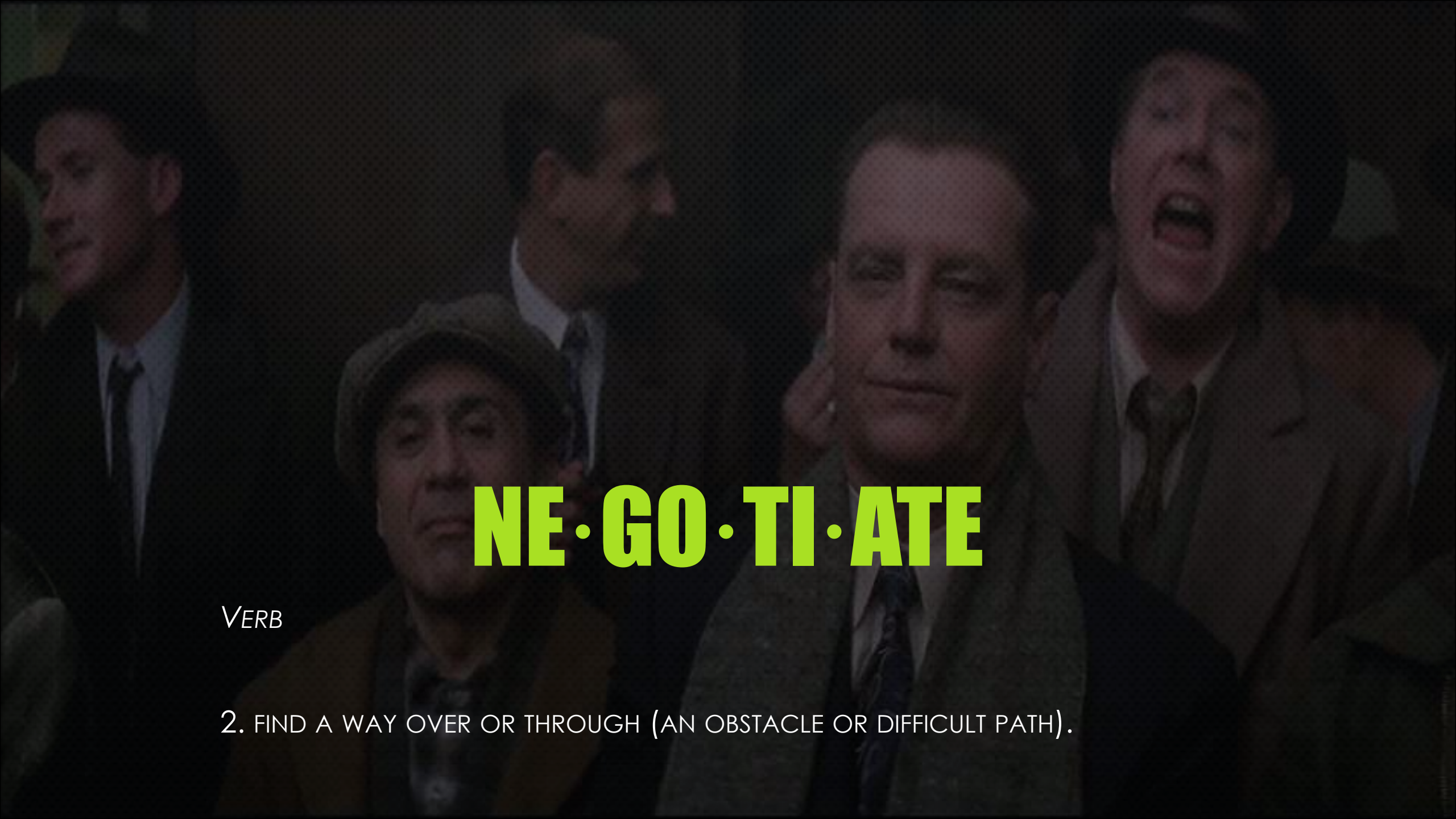
#STEWARDROLES

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.

A group of men in suits, with one man shouting in the background.

“LIFE IS A NEGOTIATION”...



NE·GO·TI·ATE

VERB

2. FIND A WAY OVER OR THROUGH (AN OBSTACLE OR DIFFICULT PATH).



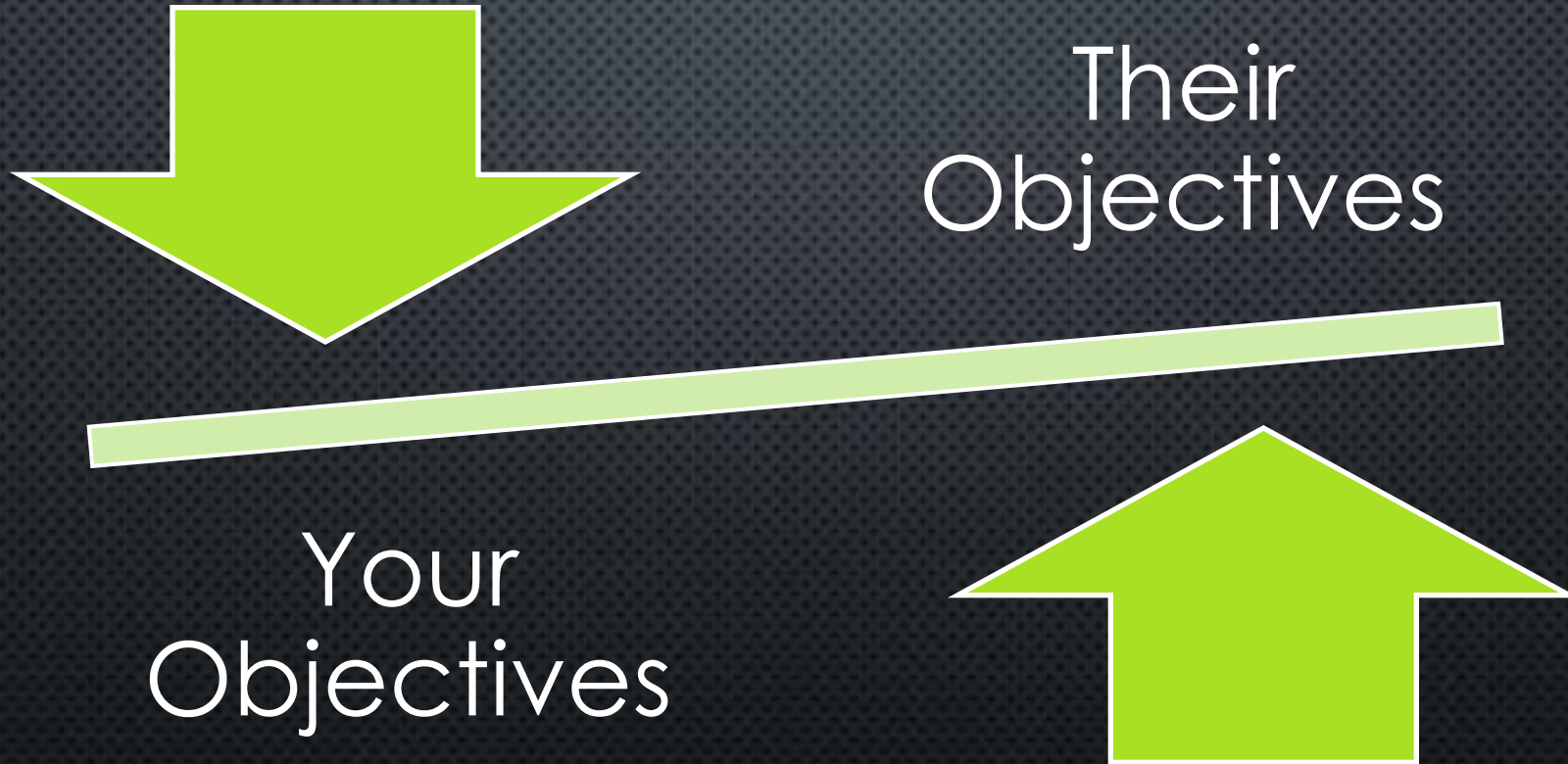
NE·GO·TI·A·TION

NOUN

DISCUSSION AIMED AT REACHING AN AGREEMENT.

THE DYNAMICS OF NEGOTIATIONS

DYNAMICS OF NEGOTIATIONS



WHO STEWARDS NEGOTIATE WITH

SHOP STEWARDS COMMONLY
NEGOTIATE WITH:

- **MANAGEMENT** —
 - GRIEVANCES, POLICY, CONTRACT LANGUAGE
- **MEMBERS** —
 - DISPUTES BETWEEN EACH OTHER
- **GRIEVANTS** —
 - DISPUTES BETWEEN MANAGEMENT

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.

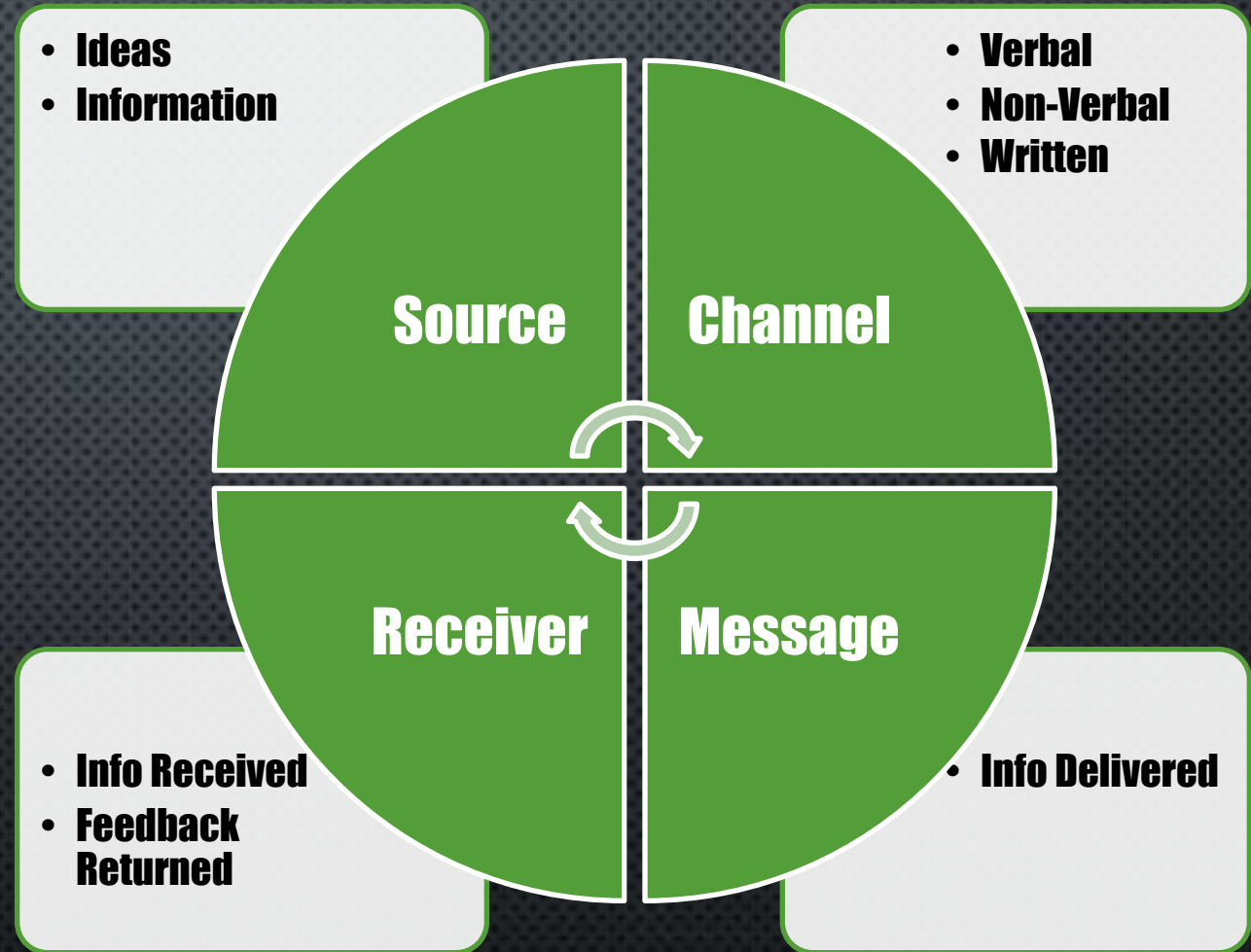
- **COUNTERFEIT** YES —
 - WHEN THEY WANT TO SAY “NO” BUT “YES” IS AN EASIER ESCAPE. THIS IS A DISINGENUOUS YES.
- **CONFIRMATION** YES —
 - A SIMPLE AFFIRMATION WITH NO PROMISE OF ACTION. SOMETIMES LAID OUT AS A TRAP
- **COMMITMENT** YES —
 - THE REAL DEAL... THAT LEADS TO ACTION!

PERSPECTIVES SHIFT

REVISITING COMMUNICATION

COMMUNICATION IS AT THE FOUNDATION
OF EVERY NEGOTIATION...

NOT ALL COMMUNICATION IS VERBAL...



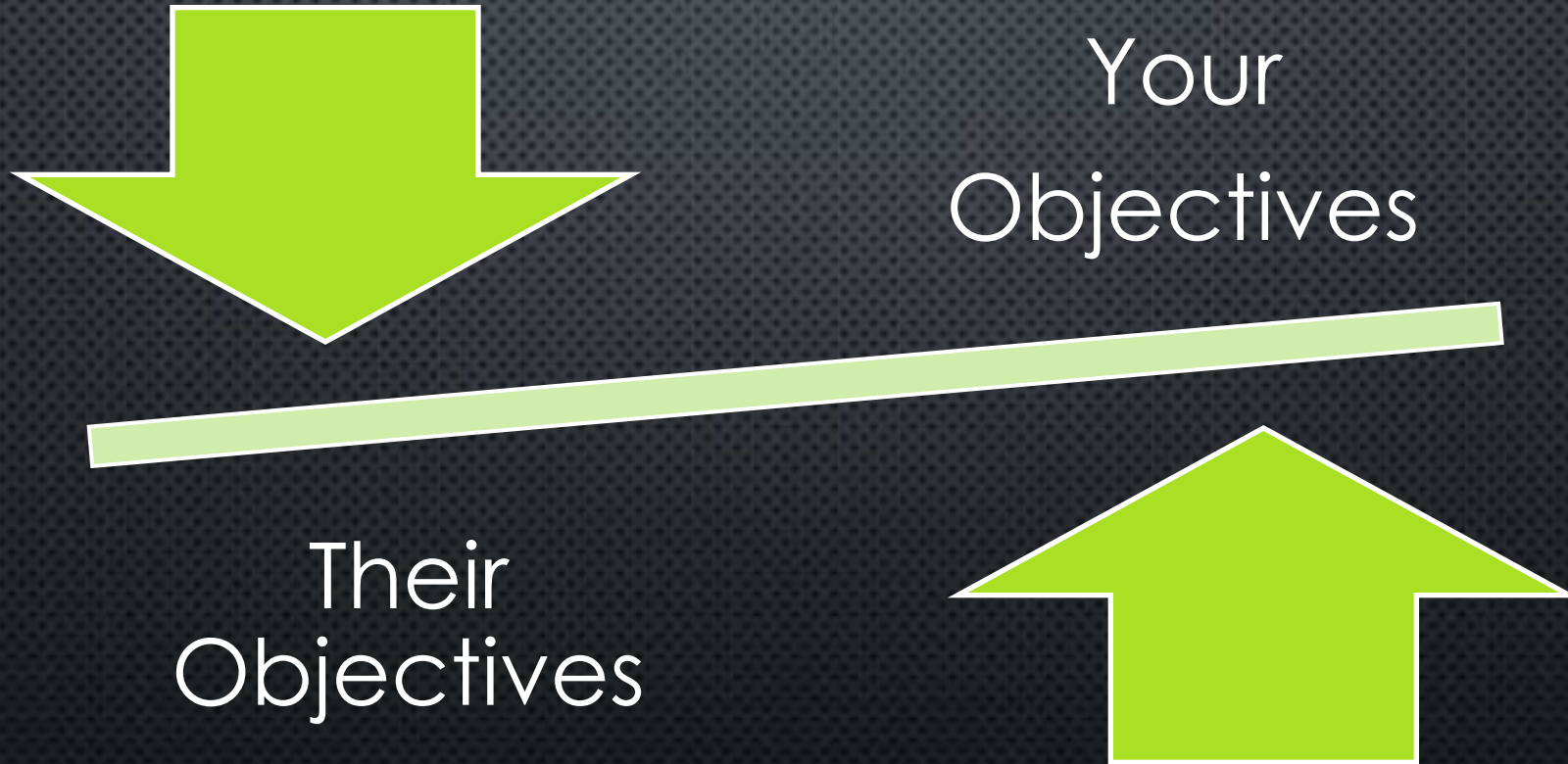
EMPATHY

ACTIVE LISTENING

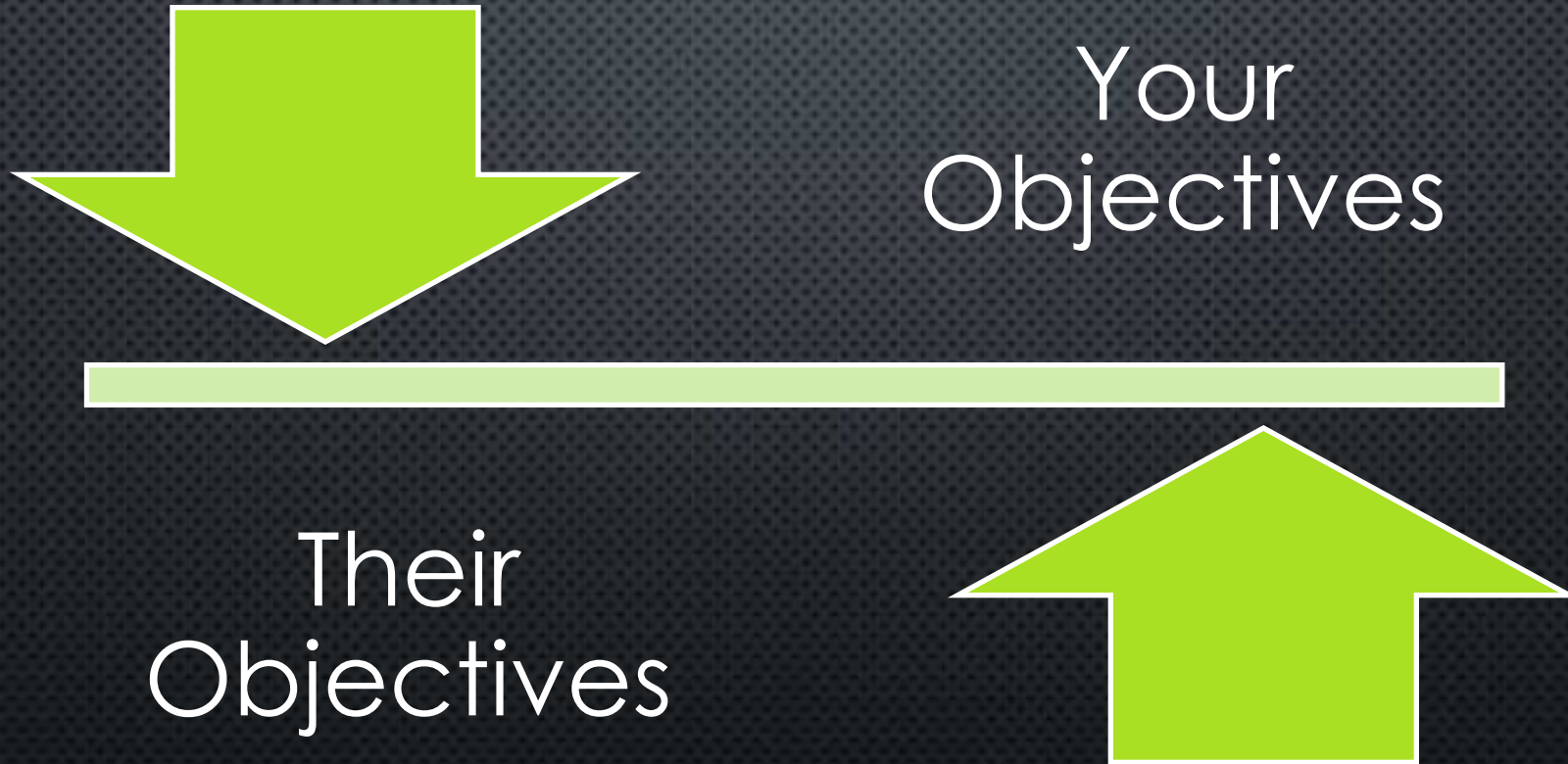
“GOOD NEGOTIATORS KNOW THAT THEIR JOB ISN'T TO PUT ON A GREAT PERFORMANCE BUT TO GENTLY GUIDE THEIR COUNTERPART TO DISCOVER THEIR GOAL AS HIS OWN”.

- **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.

DYNAMICS OF NEGOTIATIONS



DYNAMICS OF NEGOTIATIONS



OVERCOMING “YES” AND MASTERING “NO”

YES IS THE ULTIMATE GOAL BUT IT
DOESN'T HAVE TO BE THE
START...

- **COME BACK NEXT MONTH**

“

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