

Business Class

WEEK 6 - MEETINGS AND NEGOTIATIONS



Welcome to Class!

TODAY'S AGENDA

- Surprising statistics
- Multitasking at meetings
- Biggest meetings irritations
- Meeting leadership
- 1st Q&A session
- Meeting minutes
- Our tips
- Negotiations
- Negotiation principles
- 2nd Q&A session



Class Objectives & Rules

EXPECTATIONS AND OUTCOMES

★ Objectives:

- In today's lesson, you're going to learn how to become effective in meetings and negotiations but stay human at the same time.
- By the end of this lesson today, you'll be prepared to meet face-to-face with your co-workers or partners and conduct a meeting that will end with positive result for everybody.



Lesson for Today

BRIEF INTRODUCTION

There are companies without meetings - those are sole entrepreneurs without clients or partners. Everybody else sooner or later needs to face other people and talk or even negotiate. Let's see how it's different (or maybe similar) to other types of interactions we've already discussed before.



Surprising statistics

50%

upper management time spent on meetings

67%

number of employees claiming meetings prevent productive work

35%

number of employees that say they waste 2-5 hours on meetings or calls

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Multitasking kills meetings

(ALMOST) EVERYBODY DOES IT

We multitask when we believe the meeting won't provide us with the information we need or won't lead to any conclusion and actions.

HOW WE MULTITASK

Checking email is the most often but not the only activity people admit doing.

POWER OF MEETINGS

Meetings, when held in a proper way, are best way to express new ideas, really collaborate with other people, share initiatives and clarify any issues or conflicts that may be at the company.



Biggest meeting irritations



EVEN IF PEOPLE DO ATTEND, THERE ARE MANY ANNOYANCES THAT CAN DISRUPT THE FLOW OF A MEETING.

- 55% thinks taking phone calls or making texts is the most irritating
- 50%: people who interrupt others
- 49%: arriving late or leaving early
- 49%: people who don't listen to others
- 46%: people who talk about nothing for long periods of time
- 24%: people who eat during meetings
- 21%: people who don't contribute to the discussion
- 9%: people who take notes on their laptops

What shall be done?



EYE CONTACT

- Face-to-face meeting requires some carefulness
- In-person meetings have more potential for expressing (and sensing) emotions



BODY LANGUAGE

- During the meeting, people not only speak – but they also convey their message via their body language.



FUN

- Sometimes it's a good idea not to take things too seriously.
- Big, honest smile can be really helpful.

Lead the meeting



HOW TO ENSURE PRODUCTIVE MEETING

- Share the materials and meeting subject in advance
- Schedule short meetings (allow sufficient time per subject to be discussed)
- Make sure this is discussion not a monologue
- Set the agenda
- Set the ground rules
- Stay on subject and avoid off-topic discussions
- Consider participants list – less is more in some cases
- Take notes
- Wrapping up – main points and action items

Lead the meeting



SETTING THE AGENDA AND RULES

- Clarify the objectives of the meeting and set the main points for discussion
- Send it to all participants in advance, so they can prepare for discussion or add any points in advance
- It helps people in rejecting meetings if they feel they won't bring value. (Yes! You don't need to attend every meeting! :)
- Meetings are supposed to be short and fruitful
- Ground rules help being punctual, both for organizer and participants

Is everything clear so far?

Let's have a Q&A session!



Meeting minutes

SUMMARIZE MAIN POINTS

- Make the short wrap up and let everyone understand if the aim of the meeting was accomplished.
- If the problem was not resolved schedule the follow up meeting.
- Assign the tasks and action items to the team members, so everyone knows clearly what they need to do.
- Make sure you (or person responsible for this) share the meeting minutes within max 48h.



Minutes have a point



- They state the action items and owners of these items.
- They allow to monitor the progress of the actions and agreements.
- It's a reference point – especially for upper management or for people who were not present at the meeting.
- It's saving time and money – when everybody knows what their tasks are, there's no need to meet over and over again to discuss the very same things.
- It's a protection – in case of any conflict, meeting minutes show clearly what was agreed and by whom as well as what actions were taken.

Our tips - when you lead

TIMING

Mornings are best, avoid just after lunch or dinner

MAKE ROOM

Your attendees should feel there's time for discussion and space for their opinion.

SHORT LIST

Have just enough people - big group means endless discussions without any conclusions.

MODERATE

Don't let one person dominate the meeting.

ATTENTION

Make sure people focus on the subject instead of multitasking.

Our tips - when you take part

BE PREPARED

if there is meeting agenda and subject provided, read it and prepare yourself for points where you can express your opinion.

SPEAK AND ASK QUESTIONS

People won't know what you think unless you tell them. Plus, your active participation might be noticed by your boss.

BE ALL EARS

Listen carefully and take notes. Don't rely on minutes since they are general and might miss specific details you would need.

BE ON TIME

Last thing you want is to be the person everyone's waiting for or worse, join while the meeting has already started.

TAKE PART

Challenge the ideas, bring topics for discussion.

BE ENGAGED

Take leadership if there is no leader, encourage people to speak if you know they can contribute to the meeting.

Useful phrases

See e-book for phrases you can use when agreeing, disagreeing or interrupting the meeting as well as making proposals, suggestions, compromise or bargain during negotiations.

Negotiating is part of life

IT'S MORE THAN JUST CONTRACTS

We negotiate in private life and in business life. And even if the second part seems more difficult, you actually can use the skills of good negotiator not only in business.

THE DEFINITION

- Negotiation is a process where two or more parties try to find an agreement or compromise.
- In the business world negotiations take different forms. From salary negotiations, through project and tasks, gaining new clients, signing new contracts, to even some work conflicts resolutions.

WHAT KIND OF NEGOTIATOR ARE YOU?

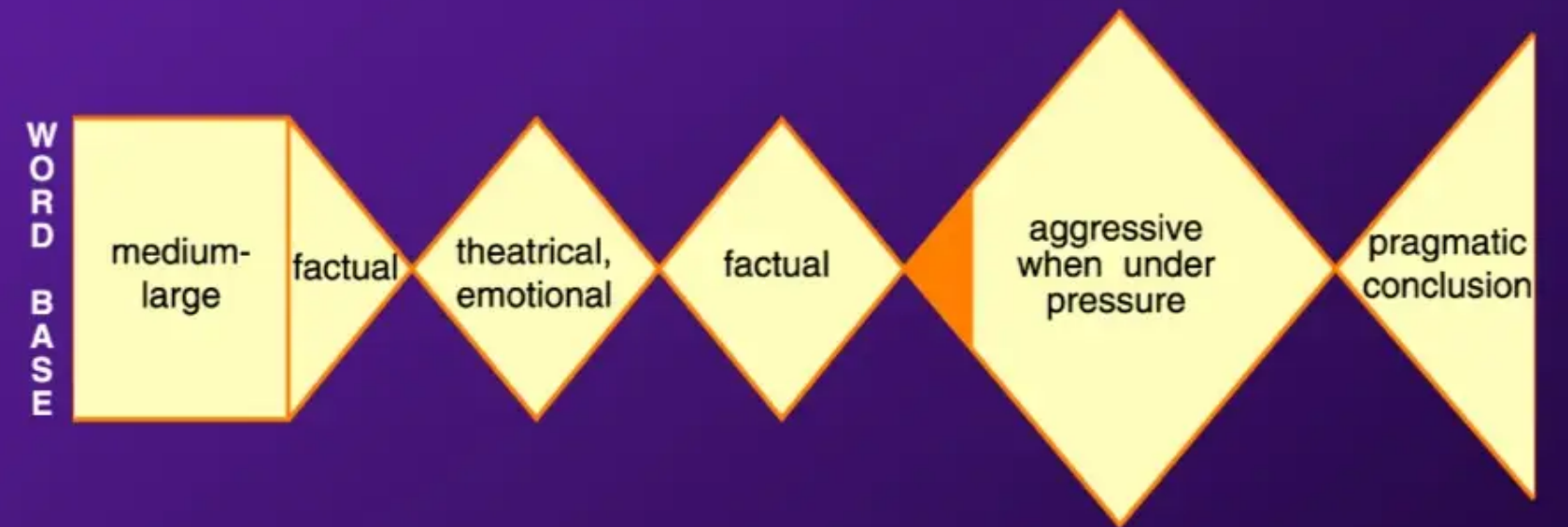
- Are you like SS Colonel Hans Landa in Inglorious Basterds, coldly calculating the steps and manipulating the other party to submit to your demands?
- Or are you Don Corleone as the titular Godfather, giving them an ultimatum and making them an offer they can't refuse?

Negotiations have nationality



National Communication Patterns

– Poland –



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Poles often have a communication style that is "enigmatic, ranging from a matter-of-fact pragmatic style to a wordy, sentimental, romantic approach to any given subject."

<https://www.businessinsider.com/how-to-negotiate-around-the-world-2015-8>

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Negotiations have nationality



Germans rely on logic but "tend to amass more evidence and labor their points more than either the British or the French."

<https://www.businessinsider.com/how-to-negotiate-around-the-world-2015-8>

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Principles



BE PREPARED

- Know the other side and do your research.
- Reach out to your network
- Know your strengths and weaknesses
- Ensure that your negotiating partner is actually the one who makes the final decision.
- Even professional negotiators feel nervous before the negotiations. Try to shift from your anxiety into actual excitement, because if all goes well you can win a lot.

EVERYTHING IS NEGOTIABLE

- Even though you don't always win. And this is OK too. Learn from experience.

Principles



CREATE STRATEGY

- Have the final goal in mind—your bottom line.
- Start high—if you don't ask for sure you won't get it! Don't be afraid to ask for what you need. First offer is the benchmark set and everything else will be compared to that.
- Make sure you have something to give away. Think of decoys (pol. wabik) for the other party – some things in your offer may be nice-to-haves, not critical.
- Know what to stop or cancel the negotiations.

BE CAREFUL ON WHAT YOU SAY

- Good negotiations are more listening than talking. Once you agreed to something, you agreed. There's no turning back.

Principles



SHOW RESPECT

- Even if the negotiations are not going as you expected don't get yourself into argument.

WIN/WIN

- Do your best to get other person what they need while at the same time getting what you need. Make both sides feel they won negotiations.

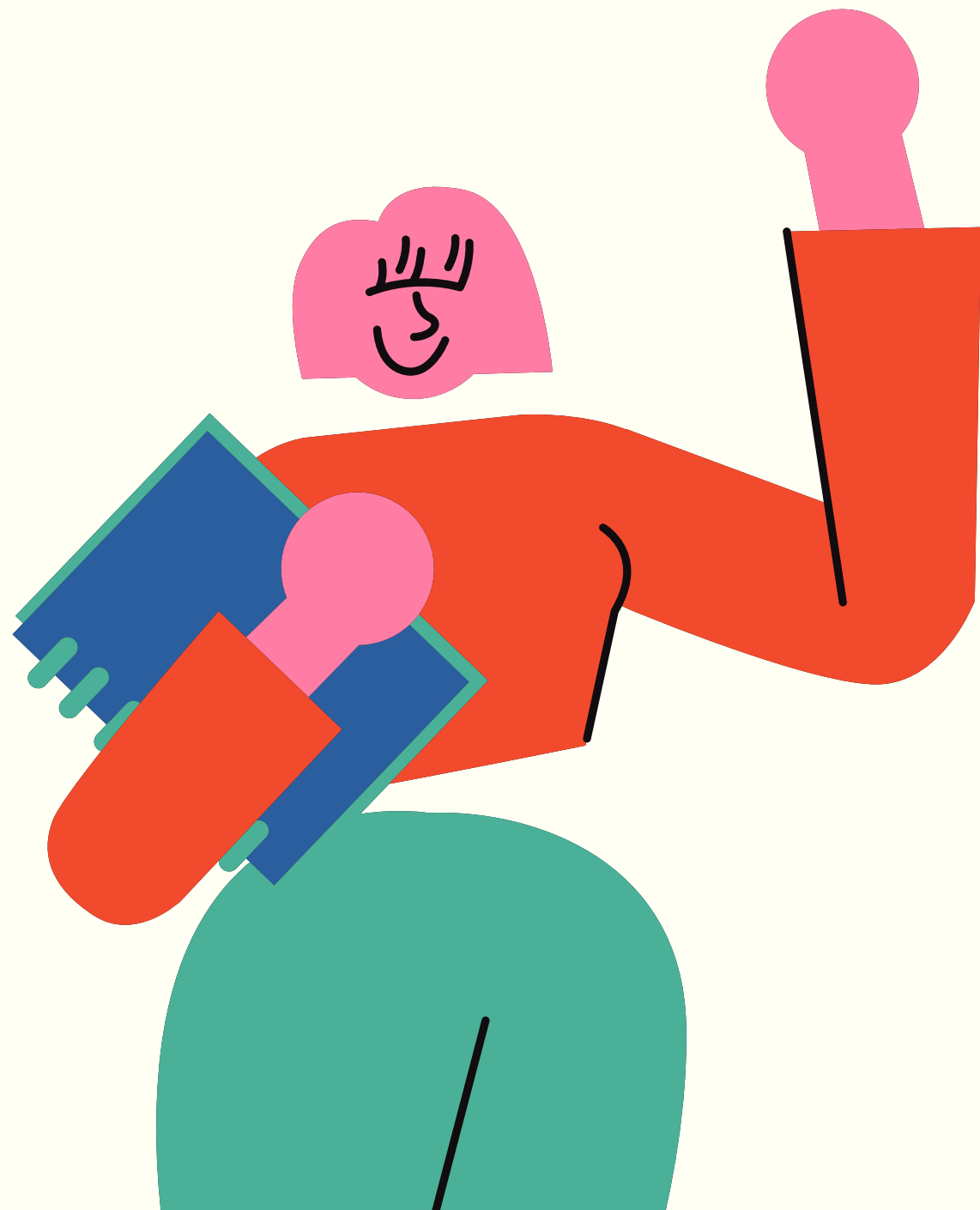
LOOK DEEPER

- Don't just look exactly on what the other party have requested. Look deeper to understand what they truly need.

CLOSE WITH DETAILS

- Make sure that all details are mentioned. Offer and agreement must always be made in written and include all the agreed elements.

Summary of Today's Class



RECAP 1

Meetings have huge value... unless everybody multitasks ;-)

RECAP 2

Somebody should and anybody can lead a meeting.

RECAP 3

There's more to negotiating than just contracts.

RECAP 4

Negotiations work best if you keep partnership in mind.

Is everything clear so far?

Let's have a Q&A session!



Thank You

FOR JOINING TODAY'S CLASS

In a few second you will get the recording and ebook.
Please have a look at the tasks I have prepared for you.
See you next week!

