

Research Coordinator As A Negotiator

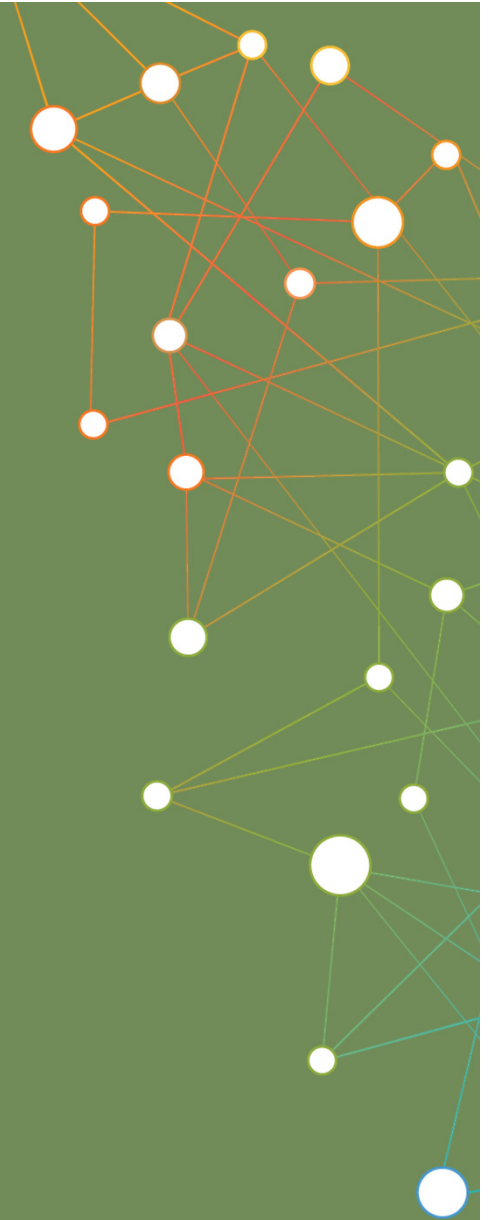
Resolving problems and
building relationships

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ITHS

Institute of Translational Health Sciences
Accelerating Research. Improving Health.

Session Outline

**Overview: conflict,
and negotiation in
research
coordination**

**Strategies for
successful
negotiation**

**Case studies and
small group
discussion**

OVERVIEW

What is conflict?

“Friction or opposition resulting from actual or perceived differences or incompatibilities”

--BusinessDictionary.com



OVERVIEW

Why does conflict happen?

- High amount of interaction
- Differing knowledge or perspectives
- Mismatched goals
- Unclear expectations
- Poor or undeveloped relationships



OVERVIEW

Where does conflict happen?



OVERVIEW

What is negotiation?

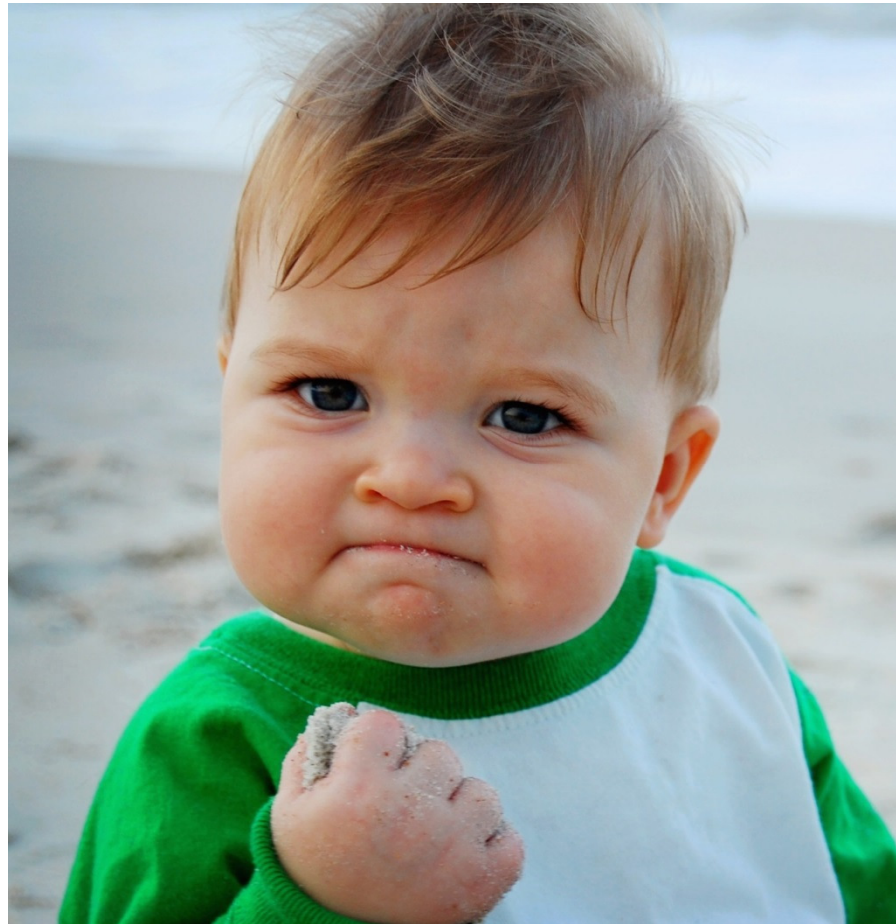
“A dialogue between two or more people or parties to reach a beneficial outcome” --Wikipedia



OVERVIEW

What negotiation is not

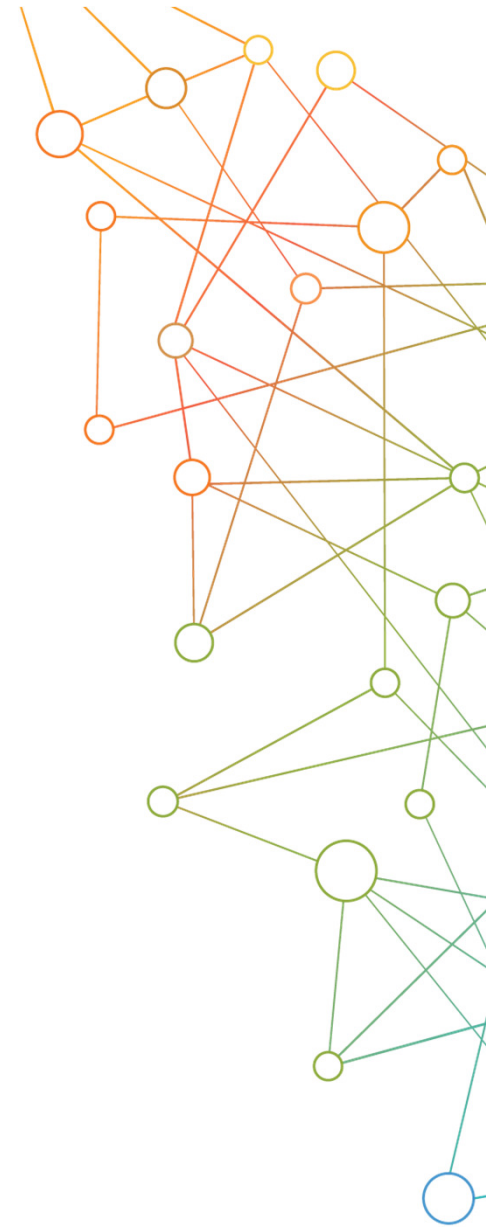
Winning



OVERVIEW

What negotiation should be!

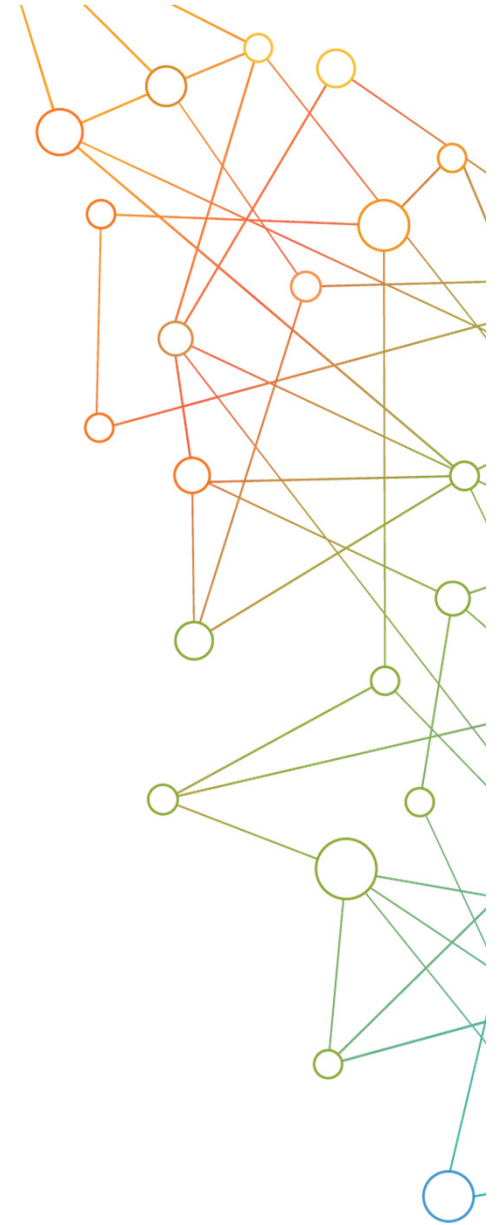
A win-win solution



OVERVIEW

A win-win solution

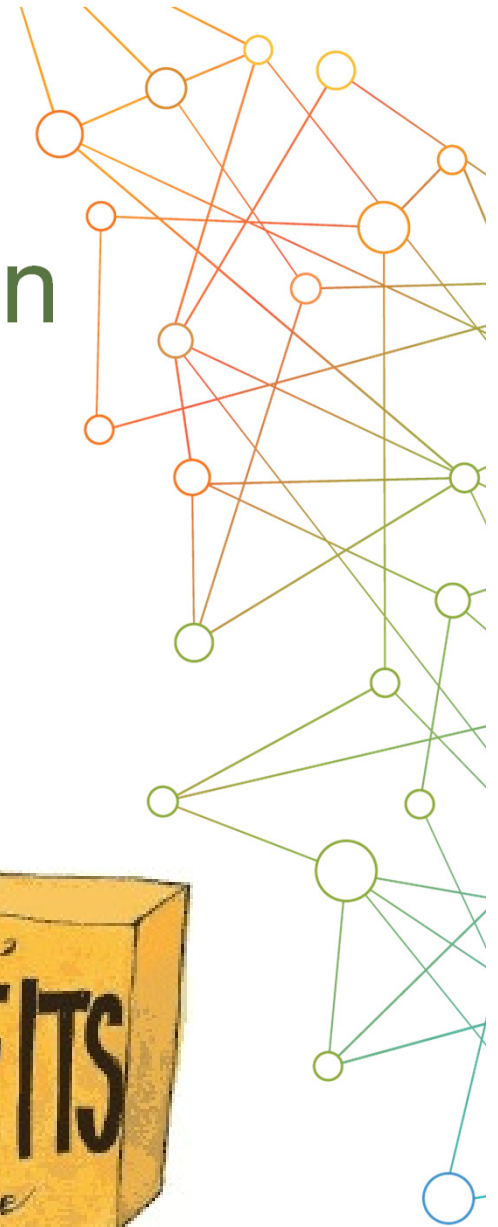
- A solution that benefits everyone
- Meets shared goals
- Has agreeable compromise
- Fosters learning and growth



OVERVIEW

Benefits of win-win negotiation

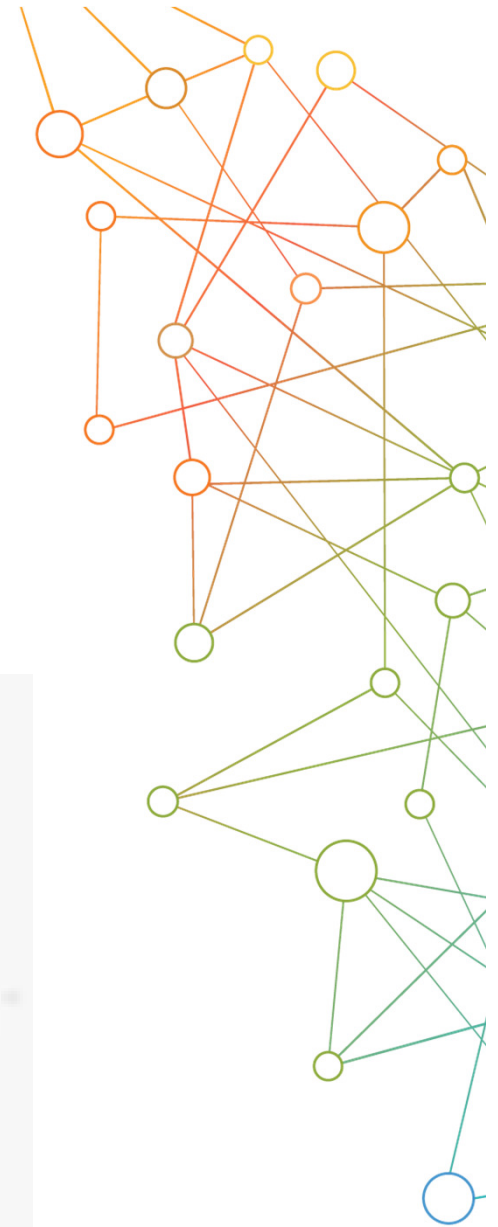
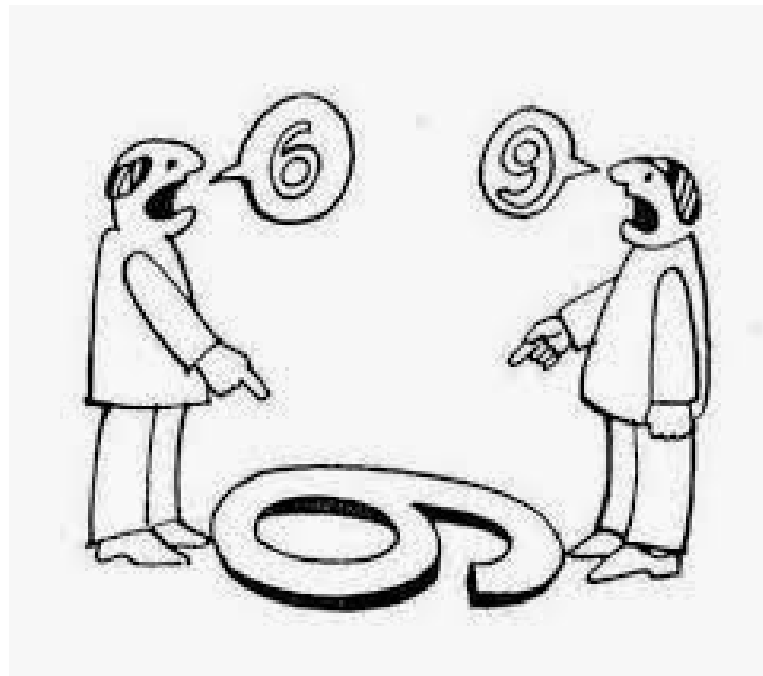
- Increase your effectiveness
- Be an advocate
- Create positive relationships
- Decrease future conflict



STRATEGIES

Identify conflict negotiation scenario

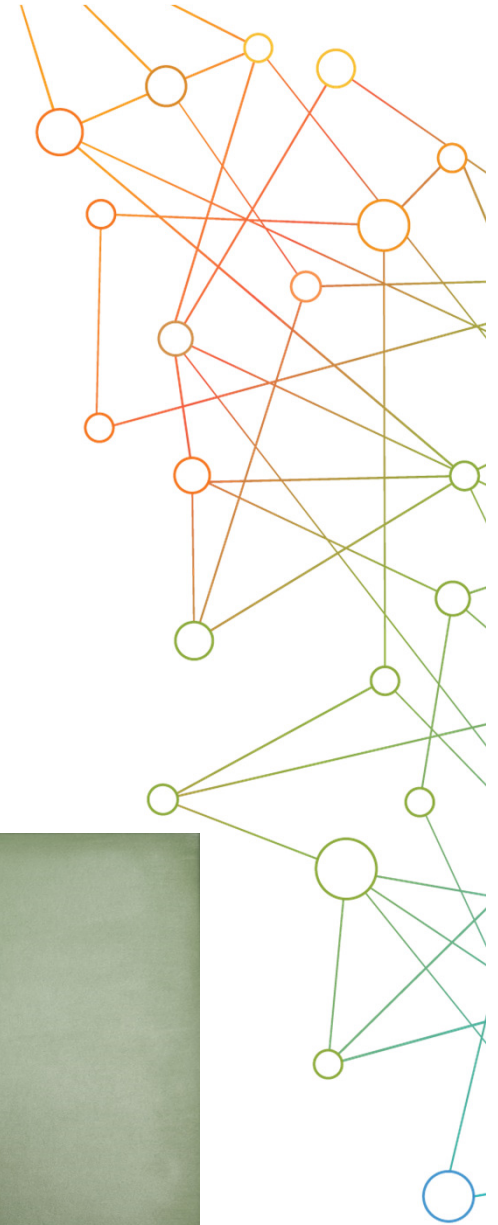
- Describe the conflict that exists
- Now what?



STRATEGIES

#1 Define your interests

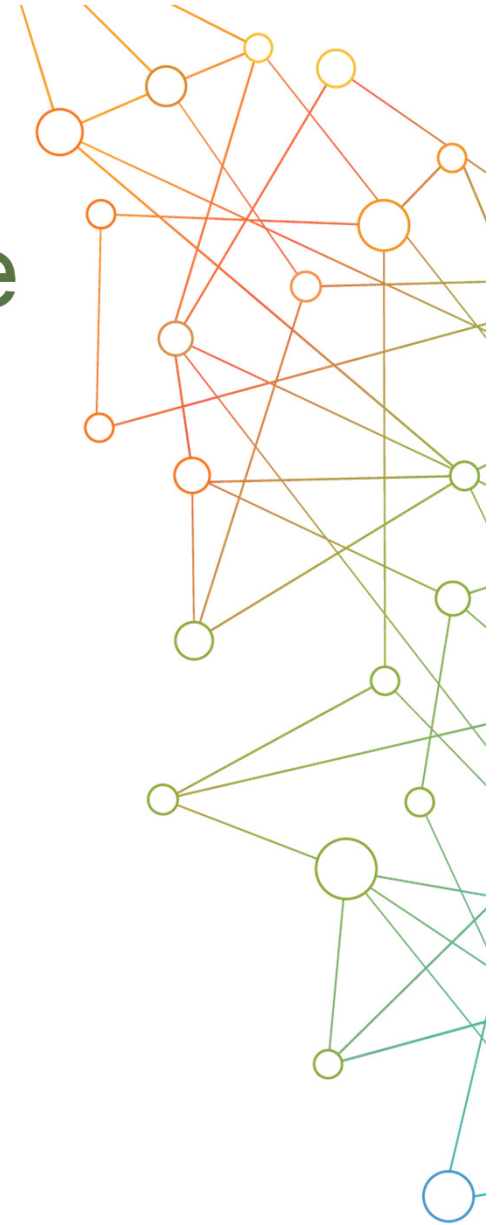
- What are your interests?
- What is important to you?
- What is not important to you?



STRATEGIES

#2 Understand the other side

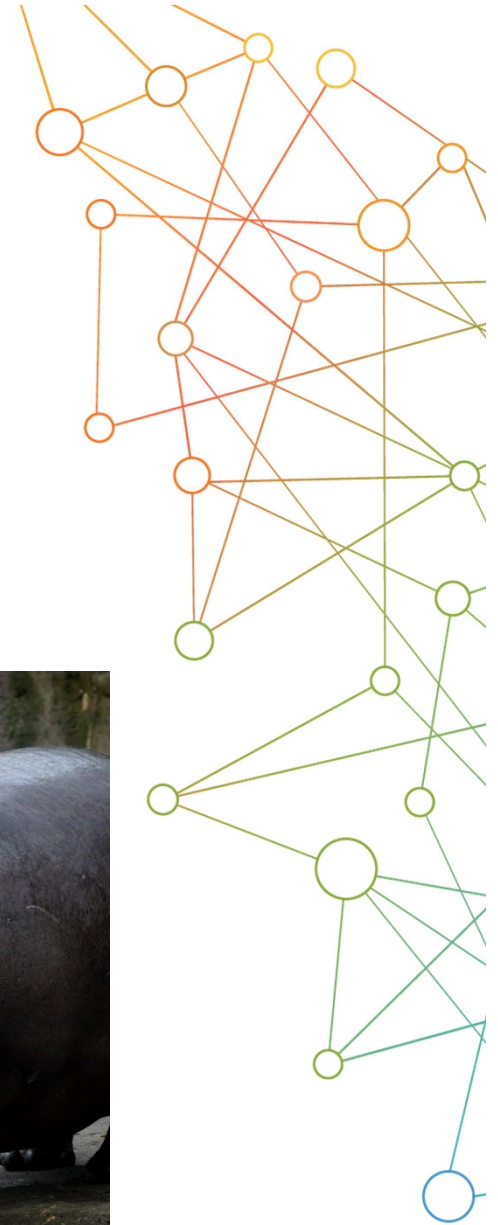
- What are their interests?
- What is important to them?
- What impacts their position?
- What are your assumptions?



STRATEGIES

#3 Identify shared goals

- Identify mutual purpose
- Identify shared goals



STRATEGIES

#4 Find a fair standard

- Identify objective criteria to help develop a solution



STRATEGIES

#5 Consider a range of outcomes

- What are possible solutions?
- Be open-minded



STRATEGIES

#6. Reflect on “style under stress”

- What are your communication stress patterns?
- Recognize patterns to shape behavior



STRATEGIES

#7 Prioritize issues tactfully

- Have a clear idea of the key issues
- Start with most important issue
- Lead with least controversial issue

Priorities



STRATEGIES

#8 Encourage open dialogue

- Get relevant information on the table
- Share interests
- Share your facts and conclusions
- Encourage reciprocity
- Don't get stuck on a position



STRATEGIES

#9 Be an active listener

- Listen to hear the other viewpoint
- Don't interrupt or argue
- Make positive acknowledgements
- Repeat your understanding



STRATEGIES

#10 Take a step back

- Are your motives in line with goals?
- What impact are you having?
- Is your communication under stress?
- How is the other person is reacting?

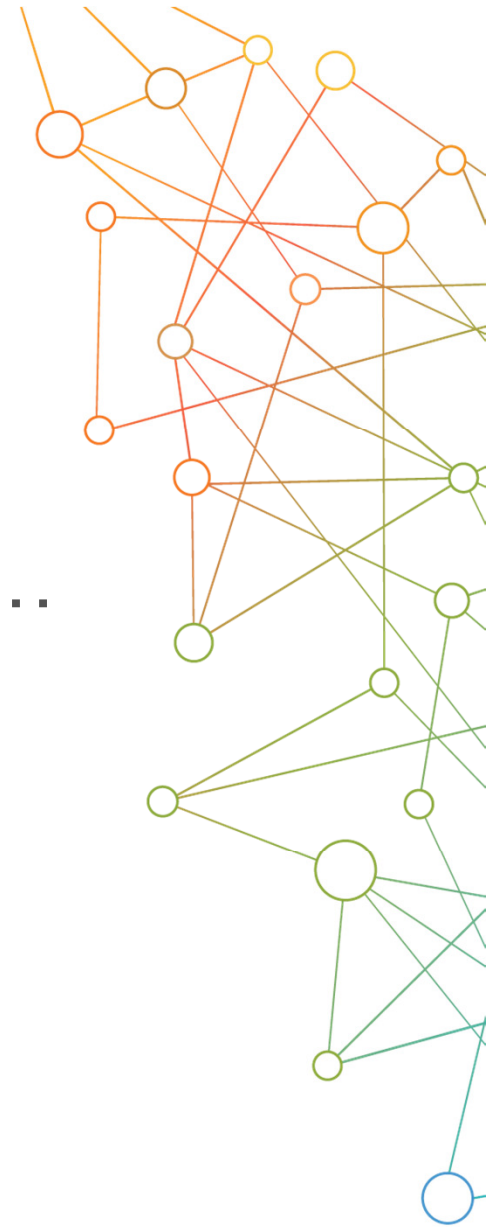


STRATEGIES

#11 Repair dialogue

- Apologize if appropriate
- Use “I don’t intend, I don’t mean”...
- Find and state mutual purpose

FIX IT!



STRATEGIES

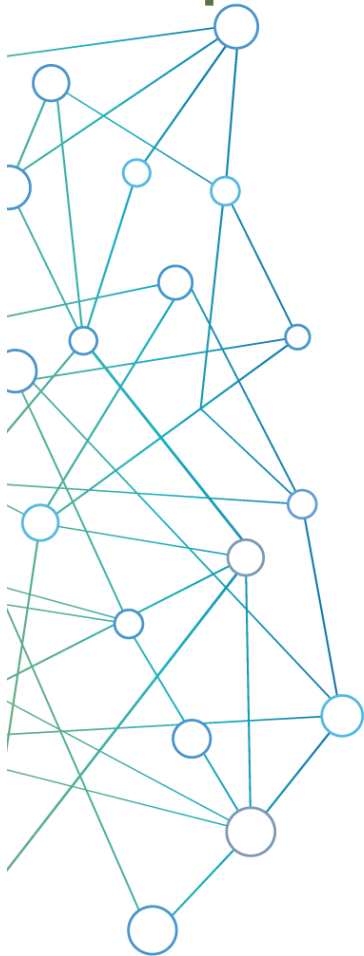
#12 Identify value from conflict

- Think creatively about how to collaborate instead of clash
- Identify and relay common ground
- Joint gains are often born from conflict



SMALL GROUP CASE STUDIES

Prepare for a negotiation



Use “Prepare for Collaborative Problem Solving” worksheet

1. What are your interests?
2. What are the other person’s interests?
3. What are shared goals?
4. What objective criteria exist that could help resolve the issue?
5. What are acceptable outcomes?
6. What are styles of stress to consider?

Takeaways

- You have something unique to offer!
- Use collaborative problem solving in conflicts
- Develop negotiation & dialogue skills
- Reach agreements that satisfy all
- Build relationships that work for you



References

Books

- **Crucial Conversations**, Patterson, Grenny, McMillan, Switzler
- **Getting to Yes**, Fisher, Ury, Patton

Tools

- **Circle Chart** (From “Getting to Yes”)
- **Style Under Stress test** (From “Crucial Conversations”)

<https://www.vitalsmarts.com/styleunderstress/>

