

PARTICIPANT HANDOUTS

“Lunchtime Learning” Professional Skill Development

Distance Learning Series Event #5:

Foundations for Influencing -

Communicating with a Goal in Mind Part C: Influencing through Negotiation

Presented by:

Maria Agnew, Sr. Director of Business Development at Influencing Options

Live Broadcast Date/Time:

Wednesday, August 20, 2014

12:00–1:00pm Mountain Time / 1:00–2:00pm Central Time

Series Overview:

Join Community Health Association of Mountain/Plains States (CHAMPS) and Colorado Community Health Network (CCHN) for the [**“Lunchtime Learning” Professional Skill Development Distance Learning Series!**](#) These six one-hour webcasts will take place between April and September of 2014. Participants may attend any selection of events, all designed to provide professional development and skills improvement as a component of a continuous process of advanced practice transformation, with the goal of positively impacting retention rates at Region VIII health centers. The events are primarily targeted at health center administrative and clinical support staff, although staff members from all levels of the health center are welcome.

Event Overview:

“Influencing through Negotiation” is the third event in a three-part series on Foundations for Influencing. The three events that make up “Foundations for Influencing – Communicating with a Goal in Mind” will improve your ability to interact effectively with those around you. In addition to gaining the skills needed to influence others at all levels of your organization with integrity, you will understand your own contributions to these communications, and learn when, and how, to negotiate. You’ll leave with tips and tools you can put immediately into practice, strengthening your relationships both professionally and personally.

Learning Objectives:

Participants will:

1. Define negotiation.
2. Determine when to use negotiation to move a conversation forward towards a common vision/goal.
3. Be aware of the positive, natural negative and imposed consequences associated with negotiation.
4. Utilizing negotiation as a tool to move a conversation towards a mutually beneficial understanding.

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SERIES TIMELINE

- Event #1: Tell Your Money Who's Boss (04/30/14) **Archive Available!**
Event #2: Create Great Credit (05/21/14) **Archive Available!**
Event #3: Foundations for Influencing - Presuming Good Intent (06/18/14) **Archive Available!**
Event #4: Foundations for Influencing - The Art of Developing Trust & Personal Power (07/23/14) **Archive Available!**
Event #5: Foundations for Influencing - Influencing through Negotiation (08/20/14)
Event #6: Motivational Interviewing: An Introduction to Encouraging Health Behavior Change (09/17/14)
Visit www.CHAMPSonline.org/Events/DistanceLearning.html#LunchtimeLearning for complete details, including registration for individual events.

CHAMPS ARCHIVES

This event will be archived online and on CD-ROM. The online version will be available within two weeks of the live event, and the CD will be available within two months. CHAMPS will email all identified participants when these resources are ready for distribution. For information about all CHAMPS archives, please visit www.CHAMPSonline.org/Events/DistanceLearning.html.

DESCRIPTION OF CCHN

Colorado Community Health Network (CCHN) is a non-profit organization representing the 18 Colorado Community Health Centers (CHCs) that together are the backbone of the primary health care safety-net in Colorado. CCHN is committed to educating policy makers and stakeholders about the unique needs of CHCs and their partners, providing resources to ensure that CHCs are strong organizations, and supporting CHCs in maintaining the highest quality care. For more information about CCHN, please visit www.cchn.org.

DESCRIPTION OF CHAMPS

Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally-funded Community, Migrant, and Homeless Health Centers so they can better serve their patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, please visit www.CHAMPSonline.org.

SPEAKER BIOGRAPHY

Maria Agnew is the Senior Director of Business Development at Influencing Options, an organization that believes effective people always have options when they work to resolve issues directly and respectfully. Prior to joining Influencing Options, Maria worked in law enforcement for 24 years, and for the past 15 years she has held supervisory positions. Maria has an extensive background working in the public sector in a variety of criminal justice organizations, and has also worked with the US Forest Service, Bureau of Land Management, and other federal agencies. Maria has a diverse background in non-traditional work forces and experience conducting trainings and workshops that help organizations build a commitment culture through increasing trust.

INFLUENCING PTIONS

Foundations for Influencing

Part C: Influencing through Negotiation

Wednesday, August 20, 2014
12PM-1PM Mountain Time / 1PM-2PM Central Time
Lunchtime Learning: Professional Skill Development
Distance Learning Series, Part 4 of 6

Hosted by:



COLORADO
COMMUNITY HEALTH NETWORK
Access for All Colorado



Community
Health
Association of
Mountain/
Plains
States

www.cchn.org

www.champonline.org

INFLUENCING PTIONS

Interactive Poll

How often do you find yourself needing to negotiate with someone either personally or professionally?

- Never
- Some of the time
- Most of the time
- All of the time



Interactive Question

How many total people are watching this event at your computer (yourself included)?



OVERVIEW

OBJECTIVES

Objectives:

- Define negotiation
- Determine when to use negotiation to move a conversation forward towards a common vision/goal
- Be aware of the positive, natural negative and imposed consequences associated with negotiation
- Utilize negotiation as a tool to move a conversation towards a mutually beneficial understanding

ETHICAL
INFLUENCING

INFLUENCING MODEL



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What do you want?

Assess the relationship:

1. Commitment to Shared Vision/Goals
2. Trust & Personal Power

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Interactive Question

When I have difficulty moving the conversation forward to get a mutually agreeable outcome, I will tend to:

- a. Just stop talking and feel frustrated!
- b. Say something I might regret!
- c. Go away and complain to someone else!
- d. Take breath and step away for a moment!

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Interactive Question

Negotiation is about getting what *you* want!

True
False



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Negotiation Defined:

Negotiation is a conversation where your goal is to reach an agreement.

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NEGOTIATION



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Learn to ask for what I want!

1. Converting Undesirable Behavior to Desirable Behavior
2. Making a behavior request
3. Using Negotiation to move the conversation forward

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1. Own it with an “I” message
2. Convey the importance
3. Be specific
4. Share the impact

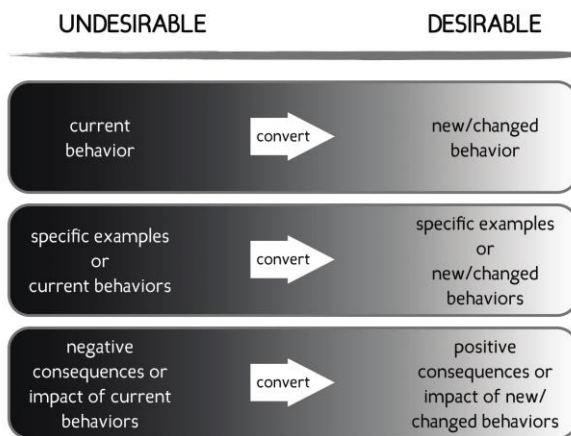
Ensure Delivery of the Core Principles

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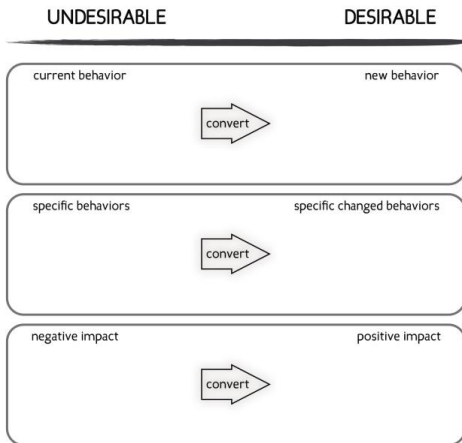
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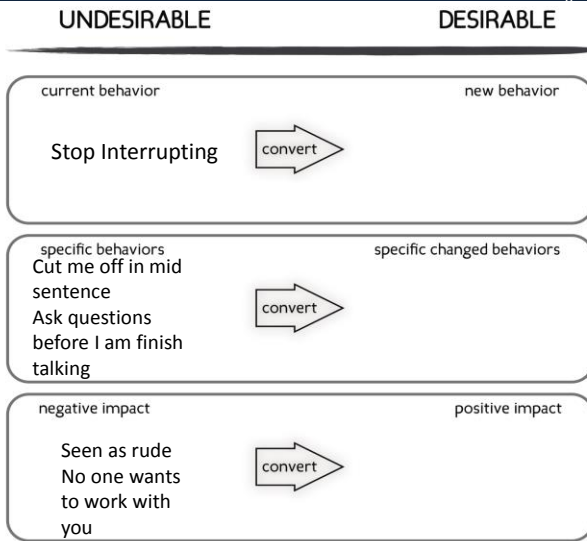
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CONVERTING BEHAVIORS



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CONVERTING BEHAVIORS



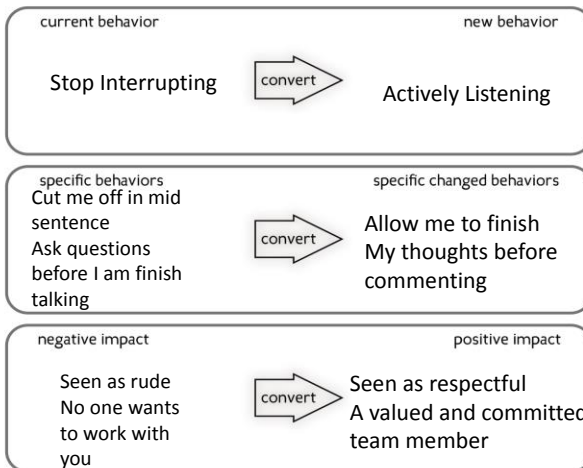
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UNDESIRABLE

DESIRABLE

CONVERTING BEHAVIORS



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INFLUENCING OPTIONS

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INFLUENCING REQUEST

I _____ (to + verb)
(degree of choice language)

_____. By that I mean
(what you want)

_____ . And as a result _____
(add positive impact,

answer the WIIFM and make sure you've included why its

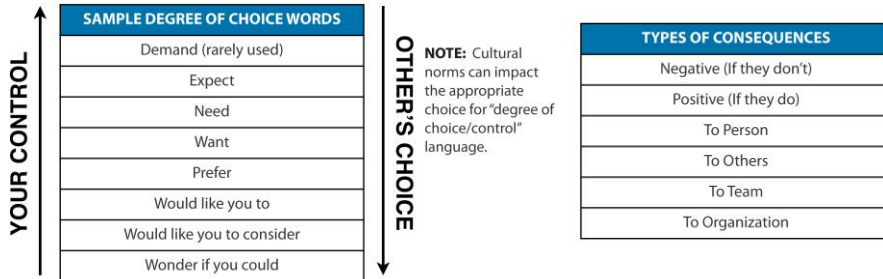
_____ important to you)

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INFLUENCING OPTIONS

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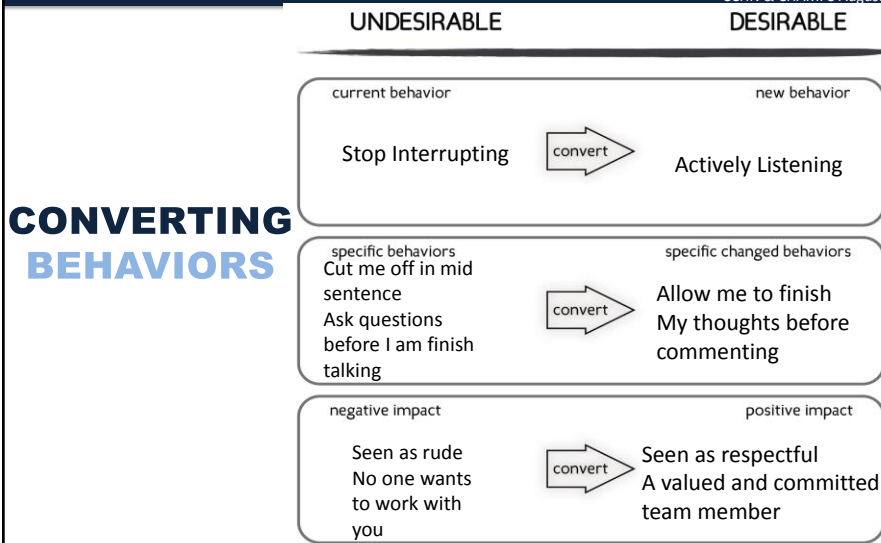


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INFLUENCING OPTIONS

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INFLUENCING REQUEST

I _____ Would like you _____ (to + verb)
(degree of choice language)
Stop interrupting me _____ . By that I mean
(what you want)
Allow me to completely finish my sentence _____
And train of thought so you are fully informed _____
before you speak, _____
_____ You will have _____
_____ . And as a result _____ (add positive impact,
all the information and you will be seen as a _____
_____ answer the WIIFM and make sure you've included why its
respectful and committed team member. _____
_____ important to you)

We made our request.

The person may respond in several different ways and you need to perceive the response.

You want to be aware of the different smokescreens people may use. In other words, how are they saying “no” to you.

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Negotiation Defined:

Negotiation is a conversation where your goal is to reach an agreement.

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Interactive Scenario

Maria is talking with Sally about a performance issue. Sally has been consistently late for the past 2 weeks.

What do you think Sally would say when confronted by Maria?

- a. It's no big deal. You don't seem too concerned about anyone else.
- b. Wow. I had a hard time getting out of the house on time with getting the kids off to school. I am sure you understand!



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Consider this:

1. Identify your min/max for a successful conversation.
2. Don't plan for a zero-sum game.
3. Recognize when the person is stuck.

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NEGOTIATION QUESTION

The Negotiation Question indirectly acknowledges the other person's "no" at the moment and asks them to participate in a discussion to talk about a future state, a solution.

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Be careful about asking the question "why"? with a "no" response.

Be prepared: Here are some sample negotiation questions...

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Sample Negotiation Questions:

What can we do to make this happen?

What can we do to resolve this?

Where do we go from here?

What do you see as your/our choices?

How can we move forward?

What other options have you considered?

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Interactive Question

There is really no such thing as *positive* consequences when having a difficult or stressful conversation!

True

False

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CONSEQUENCES



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Definition of Consequences

Consequences are the result of your actions. They can be either positive or negative, but every action or decision has some type of consequence.

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INFLUENCING PTIONS

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Positive Consequences

(Stress these in your initial Behavior Request to decrease defensiveness)

Good stuff that happens

Stressed in initial Influencing Request



Negative Consequences

Something that is risky or costly

Might be a deterrent

Imposed: You must take an action

Natural: Happens without your intervention

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Behavior

Negative Natural Consequences

Imposed Consequences

Not Following Through

People will not trust you
People will be reluctant to do something that you would like them to do.

Filing a grievance
Reporting you to superiors
Refusing to work with you

Causing Disruption or Negative interactions in Team Meetings

Lack of participation from team members
Being alienated-no one want to work with you

Coaching and Counseling
Could be removed from the team

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KEY POINT:

Negative Natural
Consequences are powerful
because the person perceives
you have their best interest in
mind.

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**INFLUENCING
REQUEST**

I _____ Would like you _____ (to + verb)
(degree of choice language)
 Stop interrupting me _____ . By that I mean
(what you want)
 Allow me to completely finish my sentence _____
 And train of thought so you are fully informed _____
 before you speak, _____
 _____ You will have
 _____ . And as a result _____
(add positive impact,
 all the information and you will be seen as a

answer the WIFM and make sure you've included why its
 respectful and committed team member. _____
important to you)

ACCOUNTABILITY



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Accountability Definition

Accountability is the demonstration of responsibility to someone or to some agreed upon activity.

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Interactive Question

Can you increase someone's
Accountability?

Yes.

No.

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Why Do People Change,
or Not?

When the pain is greater than the
gain = change!

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Interactive Question

Is there a legitimate reason why might people not experience the pain of their consequences?

YES.

NO.

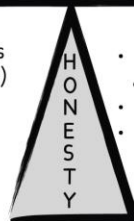
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RESULT = Balance creates most effective leadership and communication.

ACCOUNTABILITY

RESPECT

- Clear goals & outcomes
- Specific feedback (+ & -)
- Encourages growth & development



- Demonstrates care and concern
- Solicits 2-way conversation
- Offers praise & recognition

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There are 3 Reasons Why someone may not experience the pain of their consequences:

Blind Spot: No one ever told them there was a problem

Denial: Even after they were told they refuse to see the problem/issue

Enabler: It is easier to just go along with the person, it is less conflict (perceived)

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KEY POINT:

Ultimately, we are powerless over people!

We cannot make anyone change, but we can use influencing to show them their options and share the positive and negative consequences.

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Strengthen the Relationship

- follow up
- evaluate and assess
- offer assistance
- coach
- counsel
- give feedback

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QUESTIONS





Maria Agnew

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INFLUENCING OPTIONS

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Please join us for our next event **Motivational Interviewing: An Introduction to Encouraging Health Behavior Change on **September 17, 2014, 12:00 – 1:00 p.m. Mountain Time / 1:00 – 2:00 p.m. Central Time****

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Thank You for Joining Us!



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COMMUNITY HEALTH NETWORK
Access for All Colorado



Community
Health
Association of
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Your opinions are very important to us.

Please complete the Evaluation for this event. Those attending the entire event and completing the Evaluation questions will receive a Certificate of Participation.

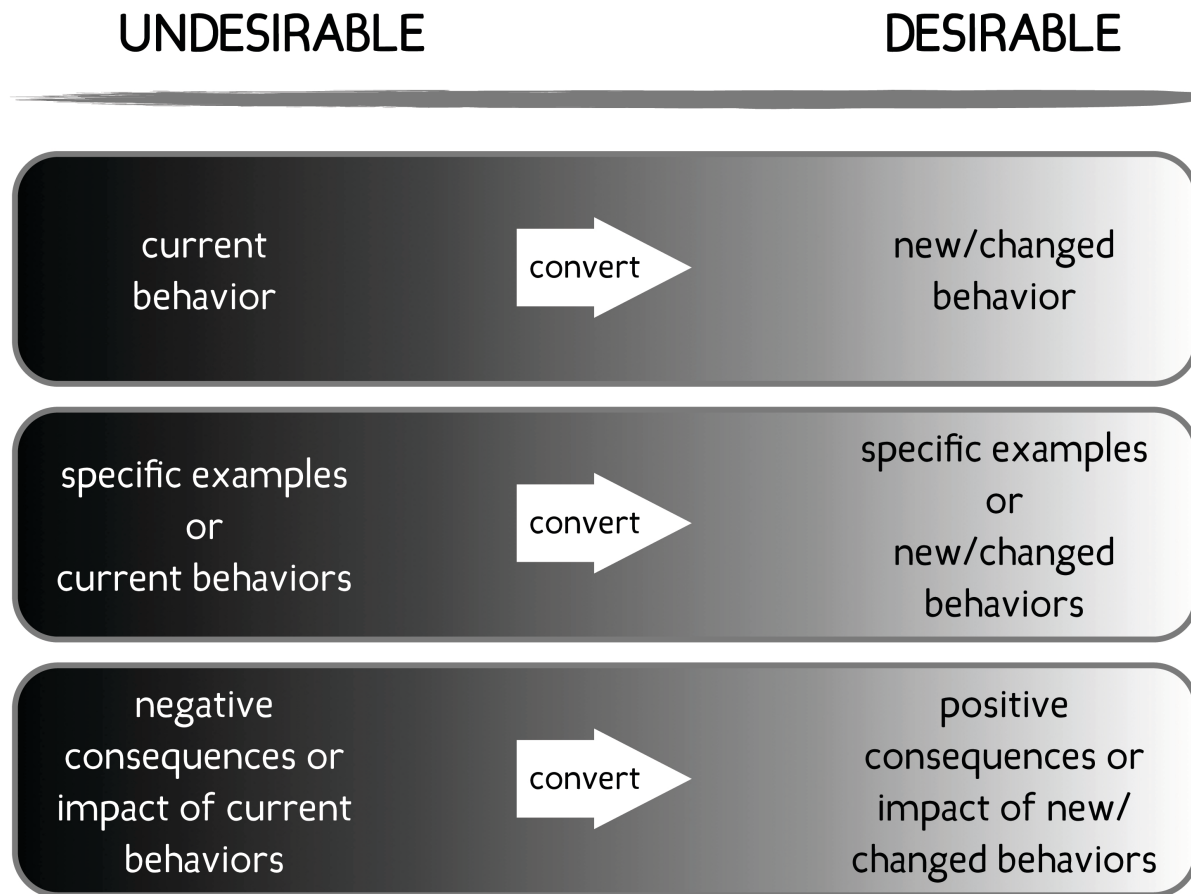
Each person should fill out their own Evaluation Survey.

Please refer to the SurveyMonkey link provided under the "Handouts" tab of the online event. The same link was provided in the reminder email sent out in advance of the event, and will be included in a follow-up email to those logging onto the live event. Please pass the link along to others viewing the event around a shared computer.

To learn more about trainings offered by CHAMPS and CCHN, please visit:

www.CHAMPSonline.org/Events/
www.CCHN.org/training-and-events

Converting Undesirable to Desirable Behavior



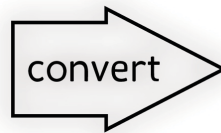


UNDESIRABLE

DESIRABLE

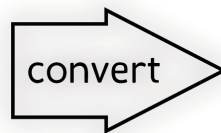
current behavior

new behavior



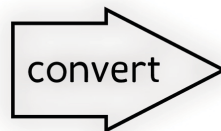
specific behaviors

specific changed behaviors



negative impact

positive impact



Sample Script

I _____ (to + verb)
(degree of choice language)

_____. By that I mean
(what you want)

_____. And as a result _____
(add positive impact,

answer the WIFM and make sure you've included why it's

_____ important to you)

Remember to reference the Desirable behaviors you noted on the previous pages.

Use the worksheet on this page to create a draft for making a specific request.

Include all four parts of a successful influencing request:

1. Own it using an "I" statement
2. Share the importance
3. Be specific
4. Share the impact

Degree of Choice/Sense of Assertion Language	
"I demand . . ."	↑ CONTROL
"I expect . . ."	
"I need . . ."	
"I want . . ."	
"I prefer . . ."	
"I would like you to . . ."	
"I would like you to consider . . ."	
"I wonder if you could . . ."	