

Negotiating via Communication

Big V Property Group
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Facilitation Team

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Negotiating Applies to Everyone

Role specific: \$ Deals, Resource allocation, Headcount, Initiative prioritization, ...

... and ...

Where is my request/project on someone's priority list?

+ or - job scope

Meeting participation

Holidays, vacations, using finite PTO

Normal everyday communication about your needs, ideas, desires and priorities

Agenda & Logistics

Main Room	8:30-9:45	Introductions, Setup, Opening Activities <i>Break</i>
	10:00-12:10	Exercise to surface & respond to needs (with break) <i>Lunch</i>
Split Rooms	1:05-3:45	Inquiry, Advocacy and Negotiation Practice (with break) <i>Break</i>
Main Room	4:00-5:15	Department debriefs, Learning share, Close

Objectives

Through **experiential learning** techniques ...

Surface needs around "Getting new tenants open and paying rent faster"

Reveal **interdependencies**

Begin (not finalize) conversations

Introduce new tools (sampler)





Grow comfort zone and skill level: Clearly communicating needs & requests
Advocating for our needs & requests
Inspiring others to action
Better listening to and understanding others
Catching our own assumptions

Requests

- Experiment/have fun - let go of "done" and "perfect"
- 15% stretch
- Take care of yourself
- Take care of one another and our space (and the walls)
- Help us make efficient shifts ("Waterfall!")
- Look for **1 skill takeaway** from each module, and make notes
 - EOD, repertoire of 5+ new skills to apply

Roles

Our Roles: Facilitator v. Trainer

- Your Role Options:**
-  Vacationer
 -  In detention
 -  Expert
 -  Participant/Learner


Activity 1: Icebreaker pairs



9 Whys

Pair interviews
5' per person, 10' total per pair

Why is it important for
you to be here today?



Interviewer Tips

What's beneath the initial response?


What is most important about you being here today?

...What is most meaningful about that ...

...What motivates you about ...

...What's beneath that...

...?



5 minutes

Stay near
your partner

Solo Reflection

- Record your final answer for "Why it's important for me to be here today"
- Write about any of the following:
 - What's important about getting to the "why"?
 - How was it meaningful or impactful to understand someone else's why?
 - What did you notice about initial responses vs. final responses?
 - What did you learn about how to uncover the why within yourself or others?

Quad Reflection

(15 minutes)

- 1': Each pair join a 2nd pair to form a quad
- 4': Each person share your top 1-2 insights from the activity (1' per person)
- 9': Take turns sharing your final individual "Why" responses

Together, form a 9-word phrase that represents all 4 Why's

1: One person enter the quad's 9 word phrase into the Menti Poll



Activity: "What I Need from You"

"To Get New Tenants Open and Paying Rent Faster, What I Need From You Is _____"

WINFY Objectives

Opening Conversations
 Surfacing Needs
 Learning A Process

"What I Need from You"

4 Roles

<p>Department Spokespersons (5)</p> <p>A preselected member from 5 departments serves as spokesperson in the center circle (the "Fishbowl")</p>	<p>Department Consultants</p> <p>Members of each "Fishbowl" department advise their Spokesperson</p>	<p>Roaming Observers / Ethnographers</p> <p>All other team members observe what happens, make notes, and debrief insights after the exercise</p>	<p>Facilitators</p> <p>We will guide the process & remind you of the rules</p>
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"What I Need from You"

4 Responses

<p>Yes</p>	<p>No</p>	<p>Huh?</p>	<p>Whatever!</p>
<p>A clear commitment of yes</p>	<p>A clear rejection of the request</p>	<p>"I'm lost" I don't understand"</p>	<p>I understand, but it's too poorly defined for me to clearly respond</p>

WINFY Debrief - Discussion Groups

My Department was in the Fishbowl Conversation	Sit with your department (Property Management form 2 clusters)
Roaming Observers / Ethnographers	Form 3 groups of 6 Mix up departments
C-Suite	Sit together

For 15 minutes, discuss ...

- What did you notice during the activity?
- What worked?
- What surprised you?
- What was less effective?

(take turns slipping out as needed for bio breaks)

Clear Requests

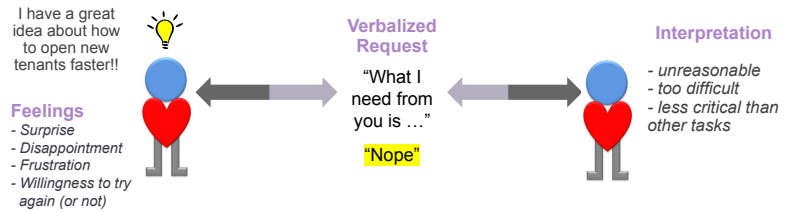
- Start with a question (not a demand)
- What created the conditions for a clear YES or NO?
- Where did you need to clarify before you could accept/reject the request?

The agreement cheat sheet: WWDWBW

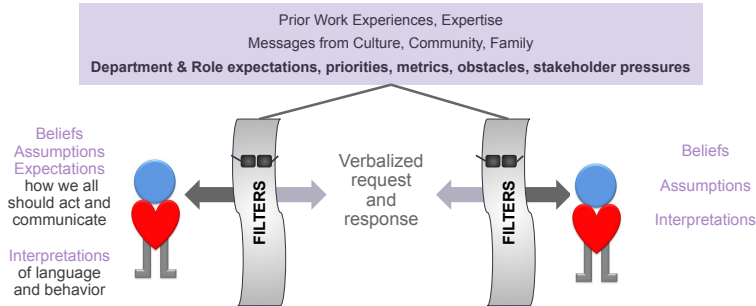
- WHO
- will do WHAT (what good looks like; what complete looks like)
- by WHEN

Filters and Assumptions in Communication

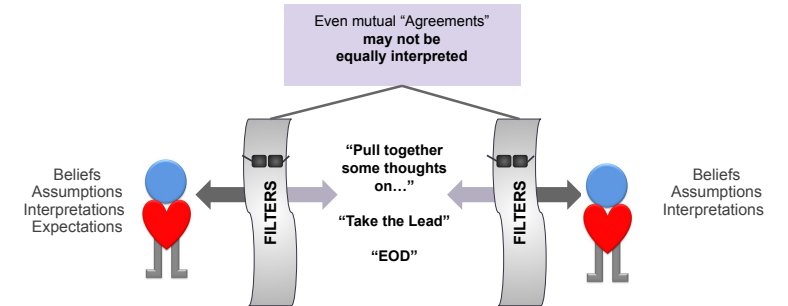
can make others' thoughts and behavior confusing



Filters and Assumptions in Communication



Filters and Assumptions in Communication



Filters and Assumptions in Communication

- We have unique filters that lead us to interpret actions and words very differently
- Misunderstandings are inevitable and usually arise from good intentions
- Get curious about your own filters and assumptions
- Be as specific as you can
- When it really matters, check for agreement!



Lunch Assignment

- **Reflect:**
For current "snags" you're experiencing around communication (work or personal)
... in what way could your own filters or unspoken expectations be at play?
- **Gather**
 - your **personal artifact** / meaningful object (physical or digital)
 - your Advocacy/Inquiry results