

The Art of Negotiation

By Hilde Morden

Everyone negotiates - as soon as they can talk! Children - "Can I stay up after bedtime if I'm good?" Parent - "Yes, if you put away your toys." This meets the need of the child - staying up, and the need of the parent - cleaning up.

Negotiation is a process of coming together in an agreement based on consent by both parties. The aim of any discussion should be progress, not victory!

The Negotiating Process: Negotiating for Your Needs and Their Needs

Before Negotiations

Plan Your Strategy:

- define what is to be negotiated
- consider the nature of the relationship
- determine what you know about the issue
- define your needs and their needs
- * anticipate areas of agreement and areas of conflict
- devise alternate solutions or options

Develop a Game Plan:

- identify the advantages of both sides
- identify the risks, trade-offs and your bottom line
- plan how you want the discussion to go

During Negotiations

Open the Discussion:

- state the purpose of the meeting
- review the situation briefly

Explore Ideas:

- discuss the needs and restrictions of both sides
- offer, listen to and develop ideas
- consider both points of view
- determine the best solution
- * maintain a problem solving approach

Overcome Obstacles:

- to break an impasse:
 - a) state your desire to keep negotiating
 - b) change the pace with a break, or by introducing a new topic or change of scene

After Negotiations

Close the Negotiations:

- summarize the agreement to ensure both parties share the same understanding
- *confirm how the agreement is to be implemented

(* denotes caution points when negotiating with peers or volunteers where you have limited or no power)



Prime Rules of Negotiation

- Patience
- Composure
- Politeness
- Tolerance
- Understanding
- Skillful Listener

Negotiating Techniques

"We appreciate what you've done for us."
"Please correct me if I'm wrong."
"Our concern is fairness."
"Could I ask you a few questions to see whether my facts are straight?"
"Let me see if I understand what you're saying."
"Let me get back to you (resume the negotiations at a given time)."
"It's a shame to make so much progress without resolving the remaining issues."

Hilde Morden conducts a series of leadership workshops for the FWIO, in addition to her position as New Branch Co-ordinator.

News from the FWIO August Board

By Margaret Atkins

The Executive and Board of Directors of the Federated Women's Institutes of Ontario opened their August meeting at Crieff Hills Community and Conference Centre. Gloria Herrera Mendoza, our International Scholarship Winner from Mexico, and her hostess, Anna Bill, joined the group for dinner. The evening workshop - "Working a Room" by Marilyn Robinson, the Development Officer with the University of Guelph - was educational, as well as a fun exercise in meeting and remembering "faces and facts." The evening concluded with Board Directors working on Talent Bank information sheets and brainstorming on "Life After Board Directorship."

The Board meeting resumed the next morning with Margaret Eberle, President of the FWIO, welcoming the Board Directors to Crieff Hills Community. She spoke of the

highlight of her summer - her trip to the Triennial ACWW Conference in The Hague and of the election of Peggy Knapp as ACWW Area President for Canada.

Some of the Executive Committee's recommendations regarding the plans for a FWIO headquarters were passed as follows:

- that the FWIO give a firm commitment to Guelph Township of our intent;
- that the President ask WI members to set themselves a goal of one metre (37) of loonies by Area Convention in 1993;
- and, that the headquarters fund goal be one million dollars by March 31, 1994.

Some of the other topics reported on by Board Directors included:

Centennial Celebration Plans

It was recommended that the Cochrane Temiskaming Area be in charge of the 100th anniversary song competition. Margaret Zoeller also reported that the winning song and music will be mailed to all the Branches in Ontario to be sung at each Area Convention.

Conference '94

The Simcoe Area will host Conference '94. Florence Downing reported on the Geneva Park site, the choice of dates, and tours and activities that would be available.

Conference '97

Conference '97 chairperson Peggy Knapp reported that an invitation was taken to ACWW at The Hague to participate. It was recommended that the theme for the Conference be "Indebted to the Past - Committed to the Future." The purpose of the Conference was outlined as follows:

- to celebrate 100 years of the WI;
- to create a new awareness of the WI;
- to communicate;
- and, to continue effective leadership.

The hiring of a Co-ordinator for the 1997 Conference will also be considered by Board.

Margaret Atkins is the Public Relations Officer for the Federated Women's Institutes of Ontario.