



LLMC DISCUSSION GUIDE
MASTERING THE ART OF
NEGOTIATION



LIFTING AS

YOU LEAD

MENTORING CIRCLES PROGRAM

CONNECT • ELEVATE • INSPIRE



DIRIGER EN

ÉLEVANT LES AUTRES

PROGRAMME DES CERCLES DE MENTORAT

CONNECTER • ÉLEVER • INSPIRER

Agenda

Mastering the Art of Negotiation

"Win-win is a belief in the Third Alternative. It's not your way or my way; it's a better way, a higher way."

Stephen Covey, author and educator

"There are three ways of dealing with difference: domination, compromise, and integration. By domination only one side gets what it wants; by compromise neither side gets what it wants; by integration we find a way by which both sides may get what they wish."

Mary Parker Follett, management consultant, social worker, philosopher, pioneer in the fields of organisational theory and organisational behaviour

1. Check-In: Warm up and get going (17 minutes)

1.1 Welcome (~1minute)

Welcome everyone to our third circle. Today, we will be discussing how we can master the art of negotiation.

We have all participated in thousands of negotiations during our lifetime. We negotiate all the time at work. Some things we might negotiate for are time off, second language training, or an assignment in another Department. We often go into a negotiation like it's a battle, but a negotiation works best for both parties when we focus on a win-win outcome.





1.2 Your Health Comes First (~1 minute)

Before we begin today's Circle, let's do a check-in. The intent of these sessions is to have safe conversations about important subjects that will help transform the Federal Public Service by creating diverse and inclusive psychologically safer workplaces.



The subjects may be difficult for some people to discuss. If at any point during this session you feel that you need to step away, you may leave the session in order to protect your mental health. Your health comes first.

If you need to talk to someone, whether before, during, or after a circle, there is support available to you 24/7. Please see the support section at the end of this guide for contact information.

1.3 Overview (1 minute)

In workplace negotiations, it is important to be well-prepared. This preparation can include gaining a good understanding of your 'ask', how it will impact your team or organisation, and ways this impact can be mitigated. Not only can this make you ready to respond to potential objections, it will let the other party know that you have considered more than your needs and are looking to achieve a mutually beneficial outcome. After all, the negotiation process is about crafting a relationship and understanding your needs as well as the other persons.

There are also cultural considerations, implicit biases, and discriminatory practices that we have to acknowledge. By recognizing the bias within our structural and cultural systems that may affect how people negotiate, we are better able to empower deserving equity groups as they advocate and negotiate for themselves, while also enabling systemic change within our organisations.

Developing negotiation skills that increase the likelihood of success not only helps us benefit from that negotiation, but also in future negotiations, as our feelings about the process influence how we deal with the next one. Negotiation skills also help to develop a balance between empathy and assertiveness as we learn to manage our emotions and reactions so as to prevent them affecting our judgement and behaviour.

During this Circle, we will focus on strategies that can result in a positive outcome for all parties. Let's get started!



1.4 Icebreaker - Connection Cards

(10 minutes)

Instructions: Share a time when one of the below instances applied to you

(1 minute per member)

- You prepared for a difficult conversation by doing some research which helped you decide how to approach the situation and strengthened the reasoning for your request
- You found that cultivating relationships with diverse colleagues generated positive results and higher performance
- You used assertiveness to balance your needs with the needs of others
- You applied emotional distance to a challenging situation



1.5 One Action from the last meeting

(5 minutes)

Instructions: Go around your Circle and have each member share their One Action update from week #2, Inclusive Leadership. Your “One Action” is a concrete commitment you made during your previous Circle session.

(1 minute or less per member)

2. Educational activity: Lean in, get inspired, and add to your toolkit

(15 minutes) 

2.1 Video: Three Steps to Getting What You Want in a Negotiation

(10 minutes)

Instructions: Watch the Ruchi Sinha Ted Talk “Three Steps to Getting What You Want in a Negotiation”

https://www.ted.com/talks/ruchi_sinha_3_steps_to_getting_what_you_want_in_a_negotiation



2.2 Group Discussion: Sharing Your Insights (10 minutes)

Instructions: Each member shares one of their key takeaways from the video.

(1 minute per member)



3. Group activity: Share your story, learn from others, and make new connections (20 minutes) 🕒

Group discussion: Life is a series of negotiations

Instructions: Share your answer to one or more of the following questions:

(2 minutes per member)

1 - Can you think of cultural and intersectional factors that may inform or hinder how we approach negotiations? (for example gender dynamics, race and ethnic origin, disabilities, and/or power dynamics in the workplace)

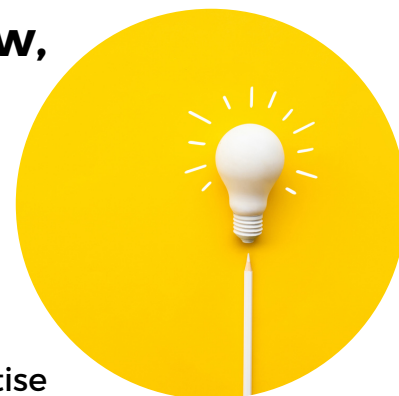
2 - Have you struggled to negotiate for yourself in the workplace? Why or why not?

3 - If you are in a position of leadership, what can you do to encourage your team members to feel safe and confident enough to negotiate for themselves?



4. One Action: Apply yourself, pledge to grow, and inspire others

(10 minutes) 



Group Discussion: Apply what you have learned

Instructions: Declare your One Action commitment for this week. The goal of a One Action is to step outside your comfort zone, practise a new skill, or try something new.

(1 minute per member)

Negotiation		One Action
1	I will cultivate a safe environment where team members feel confident, and can approach me to negotiate their needs. (example: a neurodiverse team member requesting an accommodation).	Use the key video messages, the Circle 3 resources , and the experiences of your fellow Circle members to prepare your One Action.
2	I will meet with my team leader to add my career aspirations to my Public Service Performance Management agreement.	
3	I will negotiate for an adjustment to my work situation that will benefit me. (This could be an acting assignment, income averaging or second language training).	
4		Write down your One Action commitment in the table cell to the left and get ready to report about it at Circle #4.



5. Wrap-up: What's next and a few final words (5 minutes)

Thank you everyone for your active participation in this week's topic Mastering the Art of Negotiation. We hope that by seeing negotiation as a collaborative process that can benefit all parties, you will look forward to your next negotiation and feel more confident in your ability to use these newly acquired tools.



Recap: To recap today's Circle, please consult this Discussion Guide to reflect on this Circle session and think of your One Action for negotiation.

Masterclass: You are all invited to take part in our next Masterclass on **Monday, October 30, 2023**, at 1:00 pm Eastern Time. This 90-minute Masterclass is a hands-on coaching class on the topic of negotiation. Invitations to all 5 Masterclasses have been sent to you prior to the start of this LLMC cohort. Please see your calendar for details.

Next Circle: The next circle session will be focussed on the topic of diversity, equity and inclusion. Please review Discussion Guide #4 prior to the fourth circle session.

Circle Leader and Assistant Circle Leader Selection: Do we have our circle leader and assistant circle leader for next week? If leaders for the next Circle were not chosen, ask for volunteers for both positions.

LLMC Written Component: Please share your comments by completing the weekly written component forms. A link to the form can be found in your calendar. Completion of these forms is one of the commitments you made when you applied. The LLMC Program team relies upon your feedback to continue to grow the program.



Office Hours: This 60-minute session offered each Friday is an opportunity for you to ask questions related to the program and our other initiatives. We also plan to use 15 minutes of the session for a senior leader to drop in and share with us on the theme explored that week. This is a chance to learn about our leaders and their vision for more diverse and inclusive workplaces:



https://teams.microsoft.com/l/meetup-join/19%3ameeting_MDc0Yml4OTgtMDZiMS00OGUzLTg5ZjctNTcwYWFmZDk2MwVh%40thread.v2/0?context=%7b%22Tid%22%3a%22325b4494-1587-40d5-bb31-8b660b7f1038%22%2c%22Oid%22%3a%22c2d093df-2beb-4796-b59e-3fe19605c039%22%7d

Thank you everyone! Be well, take care and see you for our next Circle.



Video: “Three Steps to Getting What You Want in a Negotiation”

https://www.ted.com/talks/ruchi_sinha_3_steps_to_getting_what_you_want_in_a_negotiation



Key Video Messages

This video empowers you with the tools and strategies for successful self-negotiation. You'll discover how an empathetic approach and how conscientiously thinking about the various dimensions at stake in a particular request can lead to a most deserving win. By embracing a collaborative perspective, you'll take into account what your manager wants and leverage that knowledge to strike a mutually beneficial deal. This video also elaborates on the importance of strategic negotiation:

- **Do your research**
 - Preparing for the negotiation by understanding your own needs, those of your organisation and what solutions may be available will likely lead to a more successful outcome. Thoughtful preparation shows that you took the time to consider the needs of your team and organisation. It is also an indicator of the respect you have for the person with whom you are in negotiations.
 - Instead of viewing negotiation as a win/lose scenario, approach it as an opportunity for collaboration and troubleshooting. Engaging in the negotiation process enables us to build stronger relationships, as we acknowledge that cooperation involves both giving and taking.
- **Mentally Prepare**
 - Prepare yourself for the possibility that your request will be denied. Embrace defensive pessimism, anticipating the worst while recognizing that the results are not reflective of your inherent worth. By adopting this mindset, you are less likely to be anxious and to disrupt your negotiation. A lack of emotional attachment to any outcome will empower you to handle potential objections and be open to other possible alternatives. It is also worth recognizing when to walk away if your minimum requirement is not being met. Note: The LLMC Team acknowledges that some negotiations may be of a nature that do not allow us to embrace defensive pessimism.



- **Put yourself in another's shoes**

- Understand that your request has the potential to impact the professional lives of others, including the person with whom you are in negotiation. How will this impact their relationship with the rest of the team, their workload and how they are seen by the individuals to whom they report? Will they even have the authority to allow your request? Communicate your request with a clear rationale, emphasizing that it's not just about you but rather about achieving your professional goals and benefiting the entire team.





List of Circle Members

#	Name	Department/Position	I remember this member because of... (list 3 characteristics)
1	Circle Leader		
2	Assistant Circle Leader		
3			
4			
5			
6			
7			
8			
9			
10			



Reflection Question

Instructions: Write down 3 insights/key takeaways learned from the session

1	
2	
3	



Support

Employee Assistance Program (EAP)

EAP provides free short-term counselling for personal or work-related problems as well as crisis counselling.

Toll-free: 1-800-268-7708

TTY (for people with hearing impairments): 1-800-567-5803

<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/employee-assistance-program.html#E>



Hope for Wellness Helpline

24/7 access to Indigenous Counsellors

Available in French and English and, upon request, Ojibway, Cree and Inuktituk.

1-800 #1-855-242-3310

Chat line via: <https://www.hopeforwellness.ca/>

Member and Family Assistance services (Canadian Armed Forces)

The Member and Family Assistance services is a 24 hour, 7 days a week bilingual telephone and face to face counselling service that is voluntary, confidential, and available to Canadian Armed Forces (CAF) members and their families who have personal concerns that affect their well-being and/or work performance.

<https://www.canada.ca/en/department-national-defence/services/benefits-military/health-support/member-family-assistance-services.html>

Sexual Misconduct Support and Resource Centre (National Defence)

The Sexual Misconduct Support and Resource Centre (SMSRC) was created by the Department of National Defence but is independent from the CAF chain of command and is not required to report incidents of sexual misconduct to the CAF. Support services for CAF members, National Defence public service employees, Cadets and Junior Canadian Rangers affected by sexual misconduct and their families, aged 16 and older. Guidance and support for leaders and management on addressing sexual misconduct.

<https://www.canada.ca/en/department-national-defence/services/benefits-military/health-support/sexual-misconduct-response.html>



Support

The Canada Suicide Prevention Service

Talk Suicide Canada provides nationwide, 24-hour, bilingual support to anyone who is facing suicide.

Toll-free: 1-833-456-4566.

<https://www.crisisservicescanada.ca/en/>



Wellness Together Canada

Mental Health and Substance Abuse Support.

Toll free 1-866-585-0445

<https://wellnesstogether.ca>

The Lifting as you Lead Mentoring Circles Discussion Guide was created by the Diversity and Inclusion Office, Materiel Group, National Defence.



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https://wiki.gccollab.ca/Diversity_and_Inclusion_Office