

# Women in Wine



New Zealand Wine

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# “Getting a Yes”

## Negotiation and Conflict Resolution

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# Today

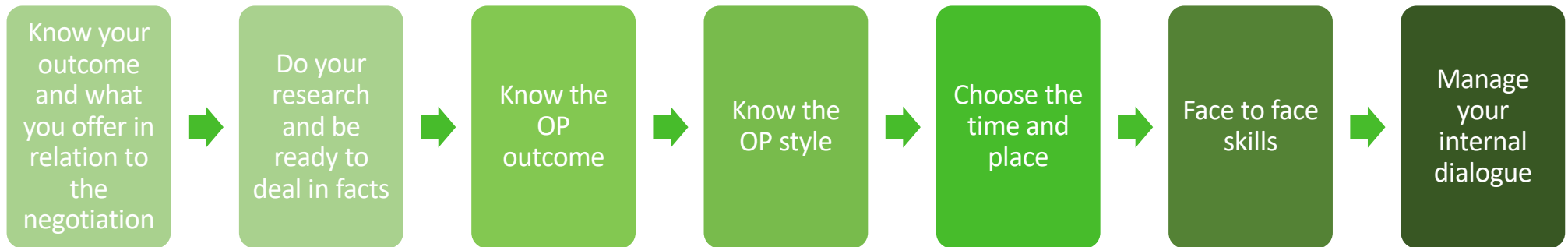
- Negotiation – it's personal
- Conflict resolution
- Application



*“We need women at all levels, including the top, to change the dynamic, reshape the conversation, to make sure women’s voices are heard and heeded, not overlooked and ignored”.*

**Sheryl Sandberg**

# Getting to Yes – Negotiating for Success



# What Do You Bring in Relation to the Negotiation?

- What is your value add?
- What have you achieved that is important to the OP?
- What is your personal brand?

# Know Your Outcome

- Specifically, what are you seeking from the negotiation ?
- What are the options ?
- What can you concede ?
- What is your bottom line or walk away position ?
- Do you have a BATNA (best alternative to a negotiated agreement) ?



# Do Your Research

- What is the current environment or context?
- What are other people doing?
- What data can you find to support your position?



## Other Person (OP)

- What is important to them?
- Is there relevant history around the negotiation issue?
- How do they like to communicate?

# Negotiation Styles

## Affiliation

Responds to:

- Warmth
- Connection
- Lack of conflict
- Collaboration

## Power

Responds to:

- Competition
- Status
- Excellence
- Recognition

## Achievement

Responds to:

- Challenge
- Outcome focus
- Complex task
- Discussions about performance

## Face to face Skills

- Separate the people from the problem
- Match the style of OP
- Stay present and calm
- Be prepared to take a break or time to consider
- Remember your value add

# Continuum of Conflict Resolution Processes

Conflict avoidance

Informal discussion and problem solving

Negotiation

Mediation

# Managing Conflict – Start with a Pause

- Trigger
- Reflect
- Acknowledge
- Respond

## Final Thought



*“What if the world is holding its breath – waiting for you to take the place that only you can fill?”*

***David Whyte***



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**Thank You**

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