

THE DEEP NEGOTIATOR
10 WAYS

TO FAST TRACK
YOUR INFLUENCE

ACROSS SILOS



#1. SEEK TO UNDERSTAND BEFORE WANTING TO BE UNDERSTOOD



Understand the unique perspectives, needs, and constraints of all stakeholders: In any negotiation, take the time to actively listen to and understand the viewpoints of all involved parties. Appreciating their specific concerns and aspirations is crucial for building a foundation of trust and collaboration.



Initiate a structured dialogue to uncover root issues and concerns: These dialogues reveal critical insights necessary for effective problem-solving.



Practice active listening and empathy: Listen attentively to what others have to say and demonstrate empathy by acknowledging their feelings and perspectives. This approach fosters a sense of respect and mutual understanding.

#2. SEEK TO GIVE FIRST



Offer something that benefits all parties involved: Prior to the negotiation, consider ways to contribute to the success of all parties, not just your own. This proactive gesture demonstrates goodwill and sets a positive tone for the discussion.



Proactively contribute to a positive and cooperative atmosphere: Take the initiative to foster a cooperative atmosphere by offering assistance, solutions, or resources that benefit all stakeholders. This approach encourages a more constructive negotiation.



Remember to keep some concessions or additional resources you can offer that the other side may not expect. This way, you have some way of sweetening the deal. Everyone wants to feel they got a good deal.

#3. GO WELL RESOURCED



Select a meeting location that is comfortable and neutral, where all parties feel at ease. This choice sets the stage for open and productive discussions.



Ensure the presence of relevant representatives from each silo: Ensure that representatives from each involved silo are present at the negotiation. Their presence is essential for addressing technical, operational, and human resource considerations comprehensively.



Make sure you have slept well are not frazzled, hungry or rushing to the next meeting. The more drained and distracted you are, the higher the chance of derailment of the negotiation. Keep your calendar free for 30 min post the event just in case the talk spills over.

#4. DON'T PROJECT



Set aside past negative experiences and biases: Approach each negotiation with a fresh perspective, free from the influence of past negative experiences or biases. This approach allows for a more objective and productive discussion.



Sometimes we can project figures from our past onto the person we are negotiating with. So, for instance, if you had a particularly dominating sibling who always got the better of you, subconsciously, you may personalize this discussion by projecting past relational experiences onto the people you are negotiating with. Be mindful of such projections and treat each person as a unique individual.

#5. KNOW WHAT YOU WANT



Clearly define your team's objectives, limits, and boundaries: Before entering the negotiation, establish a clear understanding of your team's objectives and the limits within which you can operate. This clarity guides your decision-making and prevents impulsive concessions.



Ensure a thorough understanding of your team's goals: Gain a comprehensive understanding of your team's goals, particularly when multiple stakeholders are involved. This knowledge empowers you to negotiate effectively while safeguarding your team's interests.

#6. UNDERSTAND CULTURAL DIFFERENCES



Recognize and respect diverse approaches and cultural perspectives: Some cultures like to get straight to the point, others meander and drink copious amounts of tea before sharing their views. By not recognizing and respecting cultural sensitivities you may sabotage the negotiation unwittingly.



Leverage the strengths and expertise of each team: Embrace the differences in approach and cultural perspectives to harness the strengths and expertise of each team involved in the negotiation. This approach encourages productive collaboration.



Find common ground for successful collaboration: By embracing diversity and recognizing the value each team brings, seek to identify common ground that allows for successful cross-silo collaboration. This approach combines the technical and cultural aspects of the negotiation, leading to a harmonious solution.

#7. INVITE THE OTHER PERSON TO DREAM A LITTLE WITH YOU



Encourage a shared vision of the larger goal or shared aspiration: Prior to delving into the negotiation, invite both parties to envision the overarching objective or aspiration. This approach shifts the focus from limitations to possibilities, sparking generative dialogue.



Foster a generative conversation: Engage in collaborative and open dialogue that encourages brainstorming and exploration of innovative ideas. By creating a shared vision of success, you lay the foundation for a more constructive and cooperative negotiation. This approach is rooted in co-creating solutions.

#8. DESPITE YOUR BEST EFFORTS, YOU GET A NO



View a “no” as a checkpoint for further exploration: Understand that receiving a “no” is not the end of the negotiation but a point in the conversation where further exploration is needed. It’s a checkpoint, not a roadblock.



Ask about conversion steps: When faced with a “no,” inquire about the conditions or changes that could turn it into a “maybe.” Similarly, ask what it would take to convert a “maybe” into a “yes.” By understanding specific criteria for agreement, you create a roadmap for progress. This approach keeps the negotiation dynamic and forward-focused.

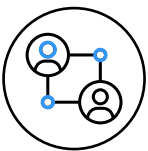
#9. SEEK CONNECTION BEFORE CONVERSION



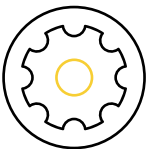
Establish a human connection: Prioritize building rapport and establishing a genuine connection with the other party. A strong human connection can lead to a deeper understanding of each other's perspectives and create a more receptive atmosphere for negotiation.



Understand values and motivations: Take the time to understand the other person's values, motivations, and the underlying reasons behind their stance. Demonstrating empathy and interest in their point of view increases the likelihood of them reciprocating and being open to your proposals.



Influence through connection: Recognize that people are more likely to be influenced by those they feel a connection with. When both parties connect on a personal or professional level, it becomes easier to align on goals and find common ground. This approach emphasizes relationship building and trust.

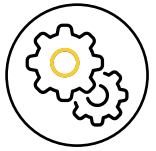


Adapt to their preferences: Ensure that your approach and communication style align with the other party's preferences and values. The more they connect with your way of being, the more receptive they will be to what you are selling, sharing, or creating. This approach emphasizes adaptability and alignment.

#10. BREATHE THROUGH THE PAUSE, BE AWARE OF UNSPOKEN DYNAMICS, AND ENSURE EQUITABLE AIRTIME



Take intentional pauses during the negotiation: Incorporate brief pauses in the conversation to allow for reflection and to provide space for others to contribute. Breathing through the pause helps prevent rushed or impulsive decisions and encourages a more thoughtful exchange.



Be attuned to unspoken dynamics: Pay attention to non-verbal cues, body language, and subtle shifts in the negotiation environment. Unspoken dynamics often convey important information and emotions that should be acknowledged and addressed.




Ensure equitable airtime for all participants: Promote a balanced and inclusive discussion by actively monitoring the distribution of speaking time. Prevent any one person from dominating the conversation and encourage contributions from all parties. This approach fosters a fair and collaborative negotiation environment.

CHECK LIST

- Have I done my best to understand the other before asking to be understood?
- Have I proactively contributed to create a positive sentiment by offering something of value up front even if it is not directly related to the negotiation ?
- Am I in the right mental, emotional and physical state to be having this discussion ? Is the venue conducive and neutral for the meeting.
- Have I set aside past negative experiences or biases and approached this negotiation with an open mind and fresh perspective?
- Have I clearly defined my team's objectives, limits, and boundaries to guide our negotiation strategy?
- Have I recognized and respected the diverse approaches and cultural perspectives of the stakeholders involved?
- Have I encouraged a shared vision and generative conversation with the other party?
- When faced with a "no," have I viewed it as a checkpoint for further exploration and asked about conversion steps?
- Have I prioritized building a human connection with the other party and sought to understand their values and motivations, challenges and constraints ?
- Am I actively incorporating pauses in the negotiation, being aware of unspoken dynamics, and ensuring equitable airtime for all participants?

How did you like these tips ? What would you add to this list ?

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DEEP COLLABORATION

- **Is there a way to fast-track the collaborative potential of teams leaning in across company silos ?**
- **Can the right conversation shift the performance trajectory of your teams overnight?**
- **Can we grow the team alongside growing the business?**

T rue competitive advantage for a company lies in its ability to learn faster, innovate quicker, and deliver better than other players in the ecosystem. However, this is impossible when teams are unable to collaborate across silos, keeping valuable knowledge and possibilities locked up inside their own functions. Deep collaboration is the purposeful approach to get around this hurdle. By focusing on five crucial conversations, the teams can create a profound shift in their collaboration dynamics, leading to greater productivity, genuine connections, and a renewed sense of purpose. Leave behind superficial interaction and embrace the breakthrough concept of deep collaboration. Jump start the journey of your teams by using the suggested questions at the end of each chapter and access the secret link for even more in-depth resources inside the book.

ABOUT THE AUTHOR



Dr. Tonvi Goutam is a global HR influencer, multi-award winning keynote speaker, author and executive coach focused on fuelling Unstoppable Company Culture & Leadership Transformation for accelerated growth. A trusted C-suite advisor she works with leaders of some of the biggest brands in the world such as Coca-Cola, Accenture, Mastercard, Fedex, Cisco, Deloitte, Electrolux, and many more. She has also taught at universities across the globe such as the University of Richmond, the University of Pittsburgh, and Virginia Commonwealth university. She was the President of Asia Professional speakers (2021) and listed as top 200 global leadership thinkers by People Hum (2022, 2023) .

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