

Technical Communication



MEETINGS AND NEGOTIATIONS

Organizing and Running Meetings

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- Psychological study (from your book):
 - Meetings are basically political instruments
 - Work best at creating a consensus on some issue
- Not very good for brainstorming
 - Brainstorming is better in a one-on-one conversation.
 - Brainstorming *can* done in a meeting, if there are several ideas which were prepared before hand.
- Do not include people who are likely to pursue their own adgenda

Meeting Rules

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- Need to establish “Ground rules”
 - Prevent problems before they occur
- Set out the agenda
 - Include any changes that were made at request of others
 - Do NOT deviate from agenda
- Biggest problem in meetings = staying on topic

“Roles” of People in Meetings

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- Meeting behavior: 9 participant roles in meetings
 - William M Sattler and N Edd Miller
- 1. “The Organizer”
 - Keeps the discussion on track
- 2. “The Clarifier”
 - Points out misunderstandings and clarifies ideas
- 3. “The Questioner”
 - Detects gaps in the group’s knowledge and tries to fill them

“Roles” of People in Meetings

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- Meeting behavior: 9 participant roles in meetings
 - William M Sattler and N Edd Miller
- 4. “The Factual Contributor”
 - Comes to the meeting well prepared and offers valuable information
- 5. “The Energizer”
 - Stimulates the group to keep going when things look difficult
- 6. “The Idea Creator”
 - Able to synthesize new ideas and come up with imaginative solution to problems

“Roles” of People in Meetings

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- Meeting behavior: 9 participant roles in meetings
 - William M Sattler and N Edd Miller
- 7. “The Critical Tester”
 - Evaluates ideas for validity and reasonableness
- 8. “The Concilator”
 - Good as resolving disagreements and finding a middle ground
- 9. “The Helper of Others”
 - Makes thoughtful efforts to promote group cohesiveness

Negotiation

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- Rogerian style
 - "Getting to Yes", Roger Fisher and William Ury
- 4 principles
 1. Separate the people from the problem
 2. Focus on interests, not positions
 3. Invent options for mutual gain
 4. Insist on using objective criteria

Separate people from the problem

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- Two aspects to every negotiation
 - Substantive problem
 - Personal relationship
- Example:
 - Getting your salary for a job

Focus on Interests, Not positions

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- “The basic problem in negotiation lies not in conflicting problems but in the conflict between each side’s needs, desires, concerns, and fears.”
- Example:
 - Bargaining in the streets

Invent options for mutual gain

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- Need to be creative
- Negotiation does not need to be a zero-sum game.

Insist on using objective criteria

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- Evaluate the negotiation and its terms using objective criteria
- Very good way to solve disagreements
- Often involves a 3rd party, or 3rd party measures