



**2022 Australasian  
Fleet Conference & Exhibition**  
AND FLEET AWARDS **MAY 3-4** ROSEHILL GARDENS RACECOURSE SYDNEY

# Managing Change & Influencing Outcomes

Principles, Common Problems, Solutions

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# AGENDA

Introduction

Goals of the session

Your options and the impact of conflict

Who is your biggest challenge?

The biggest obstacles to gaining compliance and support

Simple ideas and solutions

Conclusions / Q&A if time allows

## OUR HISTORY

- Founded in 1975 in Scotland
- Global operations in 35 Countries
- Programs run in 20 languages
- Operated in Australia for 29 years

# GOALS

Better understanding of the challenges of change management

Better understanding of your challenges in promoting positive change

Simple principles for effective change management

Easy-to-remember change management practices and solutions

Greater efficiency and confidence

# What is your biggest challenge?

Your biggest challenge is YOU!

As is true in negotiating as well, how do you handle...

Frustrations, anger, impatience, intolerance?

## SELF - MANAGEMENT

A few ideas for managing your unhelpful reactions

Self-awareness. What is driving you to be frustrated, angry or impatient?

What is your fear or concern?

If you can genuinely tap into your core drivers, you'll have a better chance of controlling your reactions.

## The Other Stakeholders Views

People are focused on self-interest.

People do not like change (even if they think it is necessary or inevitable)

Relevance – What's in it for them?

What do all people strive for?

## WHAT DO ALL PEOPLE WANT?

- Personal recognition
- Acceptance
- Security of being right
- Achievement

All people will view your requests or initiatives primarily through one or two of these lenses.



# THE GOLDEN RULE

Treat people the way you would like to be treated?

However...

Does everyone else see the world the way you do?

Do they all have the same drivers?

Do they all communicate the way you do?

Treat people the way  
*they* would like to be treated

Think about the people you will  
respect, listen to and follow?

How would you describe them?

## MISTAKES AND BLUNDERS

- Overuse of persuasion
- Insisting on being right
- Making others wrong
- Expecting your logic to overcome their emotion
- Not listening
- Over-use of power
- Blaming the other party (for their lack of sense or reason?)

# PRINCIPLES OF GOOD COMMUNICATION

EMPATHY!

Relevance – What's in it for them?

Trust

Integrity

Curiosity

Listening

# THE TRUST EQUATION

Congruence

Reliability

Acceptance

Openness

Perception of Self-interest



If you're sitting next to your boss, don't yell out the answer to the next question.

Have you ever been in a boring internal meeting?

# THE APPLICATION OF NEGOTIATION PRINCIPLES

The three main phases of negotiation...

- Preparation
- Disclosure and discovery
- Propose



# THE APPLICATION OF NEGOTIATION PRINCIPLES

## Preparation

The consequences of being unprepared

## Disclosure and discovery

Make it a priority to understand *their* priorities, concerns, challenges, issues

## Propose

AFTER understanding their position, MAKE PROPOSALS

# SOLUTIONS AND IDEAS

- Manage your emotions
- Empathy for their views and concerns
- Be curious about why they seem reluctant or stubborn
- Value their desire for measured adoption of new ideas
- Show how it is in their interest to support your ideas and take action
- SLOW DOWN – if they aren't yet with you, they won't go with you.

## SOLUTIONS AND IDEAS

- ✓ Forcing compliance often leads to resentment and subtle non-compliance
- ✓ Make proposals
- ✓ At the risk of being too repetitive, be interested in the other stakeholders' views
- ✓ Demonstrate integrity. Do what you say you will do. Build trust.
- ✓ Enlist the support of senior executives without using them as a blunt weapon.

# HOW SCOTWORK CAN HELP



Scotwork's negotiation practitioners will work with you to develop a tailored solution to help you push through any negotiation road blocks, fill capability gaps or help you build momentum to ensure you make a great deal more.

**Skills Development** – Build confidence, capability and achieve greater negotiated outcomes in a highly interactive training program.

**Consulting/Advisory Support** – Assisting clients to deal with real-world challenges with the support of proven expertise.

Contact us at : 02 9211 3999 or [info@scotwork.com.au](mailto:info@scotwork.com.au)

[www.scotwork.com.au](http://www.scotwork.com.au)

# ADVANCING NEGOTIATION SKILLS

The Scotwork **Advancing Negotiation** Skills course is the ultimate in negotiation skills development. It provides participants with the core skills they need to negotiate confidently in a professional, ethical and competent manner.

## **Who should attend?**

This course is appropriate for those in your organization that negotiate important commercial terms (price, volume, rebates, cost, risk and performance) and internal issues (time, budgets, resources, projects). Because this class is coaching-based, and delivered by our negotiation experts, we train everyone from young professionals right up to CEO level, across all industries and roles.

## **Key outcomes for participants include:**

- an easily understood and readily applied set of negotiating skills;
- enhanced confidence to build long-term, sustainable internal and external relationships;
- better deals through more effective listening, questioning and proposing skills;
- how to protect margin/value in deals when getting pushed on it without saying no to what your counterparty wants;
- how to negotiate your way out of conflict, deal with deadlock, defuse aggression or confrontation;
- techniques that can be used when you have areas that are not negotiable;
- saved time through more efficient negotiating dialogue and improved closing skills.

**Contact us at : 02 9211 3999 or [info@scotwork.com.au](mailto:info@scotwork.com.au)**

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## **Audience Q&A Session**

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