EDUCAUSE Live! Participant Chat: Links and Abbreviated Transcript

**Tips and Tricks for Successful Negotiation**

August 12, 2015: 1:00 p.m. ET (UTC-4; 12:00 p.m. CT, 11:00 a.m. MT, 10:00 a.m. PT)

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**Abbreviated Chat Transcript:**

Lorrie Bush: (11:09) I work for a library so I negotiate a lot with patrons concerning lost books, fines, damage, etc.

Lee Williams: (11:12) How do we negotiate shared work responsibilities with colleagues?

Eden: (11:13) INTJ! :)

Nina Furry: (11:13) There is a new category: ambivert

Cameron Woolley, University of Texas at Arlington: (11:13) INFJ... ;)

Kathy Bergsma, UF: (11:13) ENFJ

Patrick Frontiera: (11:14) Any negotiation with "a person or agency considered to provide wise counsel or prophetic predictions or precognition of the future, inspired by the gods" fills me with dread.

Leah Lang, EDUCAUSE: (11:14) INTP!

Joe Kmiech (UW-Superior): (11:14) ENTJ here.

Lee Williams: (11:15) Forgot all those a long time ago...

Jessica Chan: (11:15) i am not seeing any of the polls :(

Lorrie Bush: (11:16) As an introvert it is helpful if I have a plan in mind before I begin negotiation

_Technical Help, Elizabeth Cline: (11:18) @Jessica: See my private chat

Robin Hartman: (11:18) Yes, Lorrie. I have to plan ahead, maybe rehearse in my mind before going into a negotiation that I am uncomfortable with.

Patrick Frontiera: (11:18) Lorrie, I agree, it is crucial to have a plan and strategy well-thought out for me (as an introvert)

Nancy Spink: (11:19) QUESTION: Can you recommend 1-2 really good books on emotional intelligence?
Cameron Woolley, University of Texas at Arlington: (11:20) "Emotional Intelligence" by David Goleman is a good foundational text on the subject

Ted: (11:20) Emotional Intelligence 2.0 by Bradberry and Greaves - includes an online assessment tool

Joan Cheverie, EDUCAUSE: (11:21) @ Nancy - Primal Leadership by Daniel Goleman, Richard, Boyatzis, and Annie McKee

Suzanne Healy, Case Western Reserve University: (11:21) Resonant Leadership: Renewing Yourself and Connecting with Others Through Mindfulness, Hope, and Compassion (Richard E. Boyatzis)

Patrick Frontiera: (11:21) Daniel Goleman's work is excellent. He has published some good articles in HBR

Suzanne Healy, Case Western Reserve University: (11:21) Becoming a Resonant Leader: Develop Your Emotional Intelligence, Renew Your Relationships, Sustain Your Effectiveness (Annie McKee and Richard E. Boyatzis)

andrea: (11:22) Emotional Intelligence: Why It Can Matter More Than IQ, Goldman

Joan Cheverie, EDUCAUSE: (11:23) As Patrick says, HBR often has really good articles on the topic.

andrea: (11:23) What we know about emotional intelligence: how it affects learning, work, relationships, and our mental health / Zeidner et.al.

Lee Williams: (11:24) By the time I make all that small talk, the other person asks me what I'm there for...

sandra Lahtinen: (11:24) Can you please post the title and author of the article just mentioned?

Lorrie Bush: (11:25) Negotiation should be a win/win result

Sue Workman - CWRU: (11:25) How to Negotiate Nicely Without Being a Pushover - Carolyn O'Hara

Guest 5: (11:25) I've even said 'I want something that is fair for me and fair for you'

Lee Williams: (11:26) What about those times I don't trust who I'm negotiating with?

Robin Hartman: (11:27) Lee, that's a good one,

Guest 5: (11:27) Need to do your homework and understand what the market warrants.

Lorrie Bush: (11:29) most of my negotiation is with patrons, occasionally irate, and I don't have time to prepare, I have to have a general plan to follow, irate people will usually calm down if you let them 'be heard'

Catherine Yang, EDUCAUSE: (11:29) @lee we can aggregate the sources in this webinar and publish them as part of the session resources and potentially in ER or the Library as well
Lee Williams: (11:30) O.k. Looking forward to it.

Joan Cheverie, EDUCAUSE: (11:32) For some professional development opportunities that include negotiation and emotional intelligence, take a look at the EDUCAUSE Institute Program offerings at: http://www.educause.edu/careers/educause-institute

Suzanne Healy, Case Western Reserve University: (11:36) Our institution is currently in the process of developing a certificate program regarding principles of emotional intelligence. The courses are free, and the only cost is if you want the actual certificate, but it is not a requirement if all you want is the information. We have 2 courses currently available and 2 in development. It is on the Coursera platform. Women in Leadership: Inspiring Positive Change (begins Sept. 8) & Inspiring Leadership through Emotional Intelligence (Begins Oct 5)

Joan Cheverie, EDUCAUSE: (11:37) Jack has a forthcoming blog on negotiation that will soon be published in the Professional Development Commons - http://www.educause.edu/ero/blogs/professional-development-commons

Suzanne Healy, Case Western Reserve University: (11:37) Great! Thanks John.

Cathy Holsing: (11:37) thanks Suzanne. this looks interesting!

Roberta: (11:37) I recently took Dr. Boyatzis's Coursera class on Leadership and Emotional Intelligence. I highly recomend it

Suzanne Healy, Case Western Reserve University: (11:38) Thanks Roberta!

Lee Williams: (11:39) What about when we're against a deadline and can't do a stalemate?

Lorrie Bush: (11:39) Suzanne, I am interested in the courses, how do i find out more?

Suzanne Healy, Case Western Reserve University: (11:40) https://www.coursera.org/casewestern is the list of the courses we offer with the start dates

Kathy Bergsma, UF: (11:41) unless you're asking for a raise ;0

Lee Williams: (11:41) When negotiating with someone I trust, I don't mind going first. Otherwise, wait to respond (find out what's on their mind).

Robin Hartman: (11:42) If I have to start, I say what I would think is ideal for me even if it is not realistic.

Christine Colon: (11:46) I have an important meeting with a foundation to fund my position going full time. How should I navigate the salary and benefits negotiation?

andrea: (11:46) VitalSmarts newsletter AT crucialskills DOT com is also an excellent source
Tracy Petrillo, EDUCAUSE: (11:47) Do you want to lead a negotiation session conversation at EDUCAUSE Connect 2016 (Denver, Mar 2-4) or (Miami, Apr 6-8)? We need you! Submit to be a Content Leader by Aug 27 at [http://www.educause.edu/events/educause-connect-denver/call-proposals](http://www.educause.edu/events/educause-connect-denver/call-proposals)

Robin Hartman: (11:56) You can point out that you don't want to set them up for failure.

Sandy Schaeffer: (11:58) Not much interest in raises?

Patrick Frontiera: (11:58) It would be really great to approach this from a social science perspective as well as emotional intelligence.

Joe Kmiec (UW-Superior): (11:59) Thanks for the great session.

Ping Liser: (11:59) Great session! Thank you!!

Laurel Sisler: (12:00) thank you

Cameron Woolley, University of Texas at Arlington: (12:00) Thanks, presenters!

Steve Bowers: (12:00) thank you.

Rocio Rueda-Hampton Public Library: (12:00) Thank you!

Robin Hartman: (12:00) Very thoughtful. Thank you!

Catherine Yang, EDUCAUSE: (12:00) Great session, thank you so much!