

Negotiation Skills for Internal Auditors

NEGOTIATING EFFECTIVE AGREEMENTS

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HOSTED BY IIA EDMONTON CHAPTER OF
THE INSTITUTE OF INTERNAL AUDITORS (IIA)



Let's Explore!

What is negotiation?
Why negotiate?
When not to negotiate?
Plan for effective negotiation.
Negotiate win-win agreements.
Strengthen relationships.

Your Experience With Negotiation

How often do you negotiate?

- (a) Never
- (b) Rarely
- (c) Occasionally
- (d) Often

Your Experience With Negotiation

What is your current level
of expertise in negotiation?

- (a) Novice
- (b) Proficient
- (c) Competent
- (d) Expert

What is Negotiation?

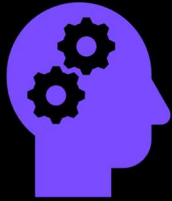
"The process of discussing something with someone in order to reach an agreement with them, or the discussions themselves."

-- Cambridge Dictionary

What does "negotiation" mean to you?

Share your brief description in a comment.

Why Negotiate?



Solve Problems



Achieve Results



Build Relationships

When Not to Negotiate?

- If the problem(s) cannot be solved
- If desired or acceptable result(s) are not feasible
- If negotiating would damage valuable relationship(s)

One Person's Trash is Another Person's Treasures



Elements of Effective Negotiation

OBJECTIVES

- Your Interests
- Their Interests
- The Agreement
- The Relationship(s)

PHASES

- Preparation
- Exchanging Information
- Bargaining
- Closing

Phase 1 – Preparation

- The context
- Your interests
- Their interests
- Key stakeholders & negotiating authority
- Zone of possible agreement (ZOPA)
- Best alternative to a negotiated agreement (BATNA)

Phase 2 – Exchanging Information

- Share information
- Receive information
- Ask questions
- Answer questions
- Confirm all relevant information have been shared

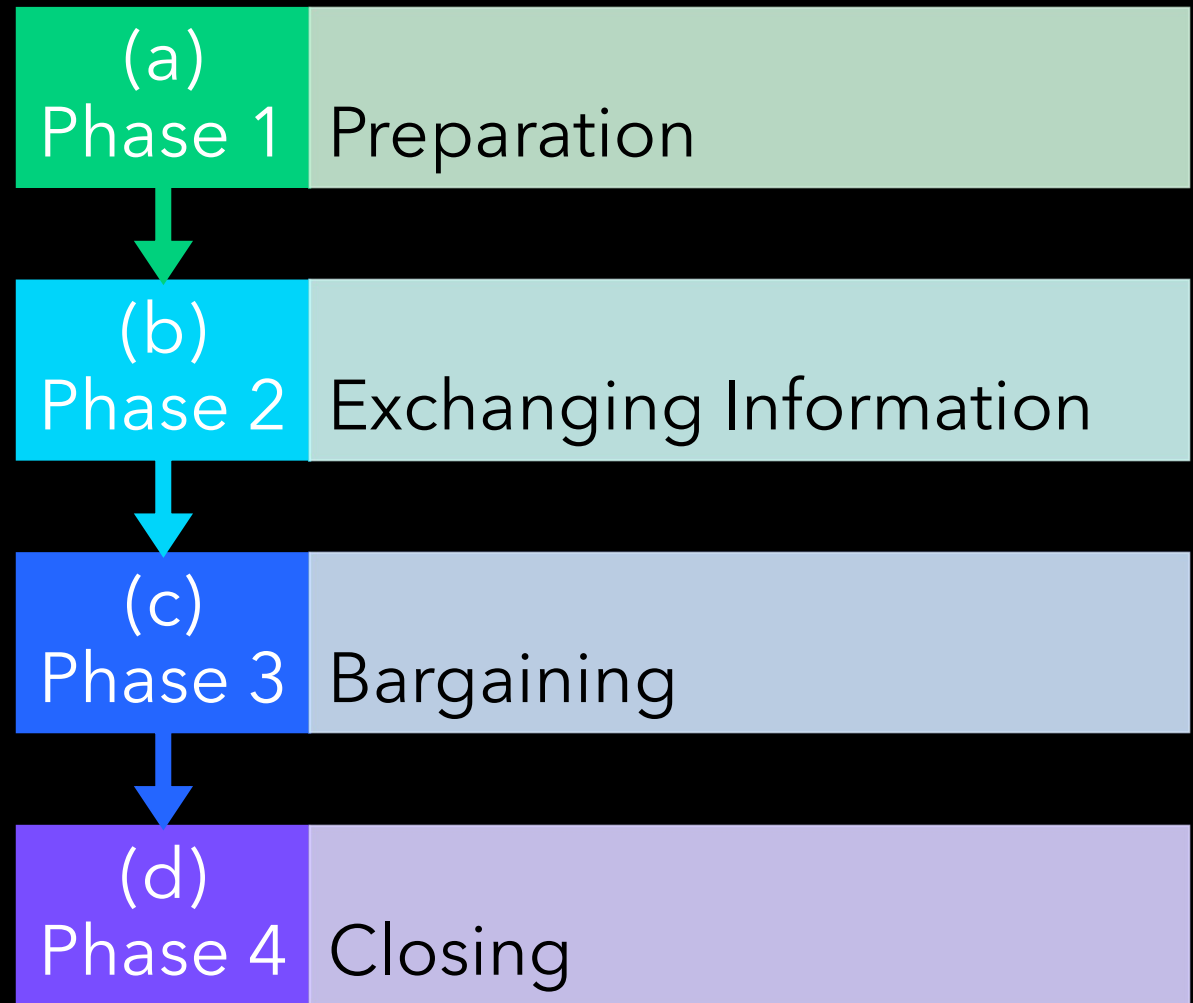
Phase 3 – Bargaining

- Discuss/bargain key parameters/variables
- Listen for concerns and address them if possible
- Check for incremental agreement and spotlight them
- Enlarge the pie if possible
- Remain flexible

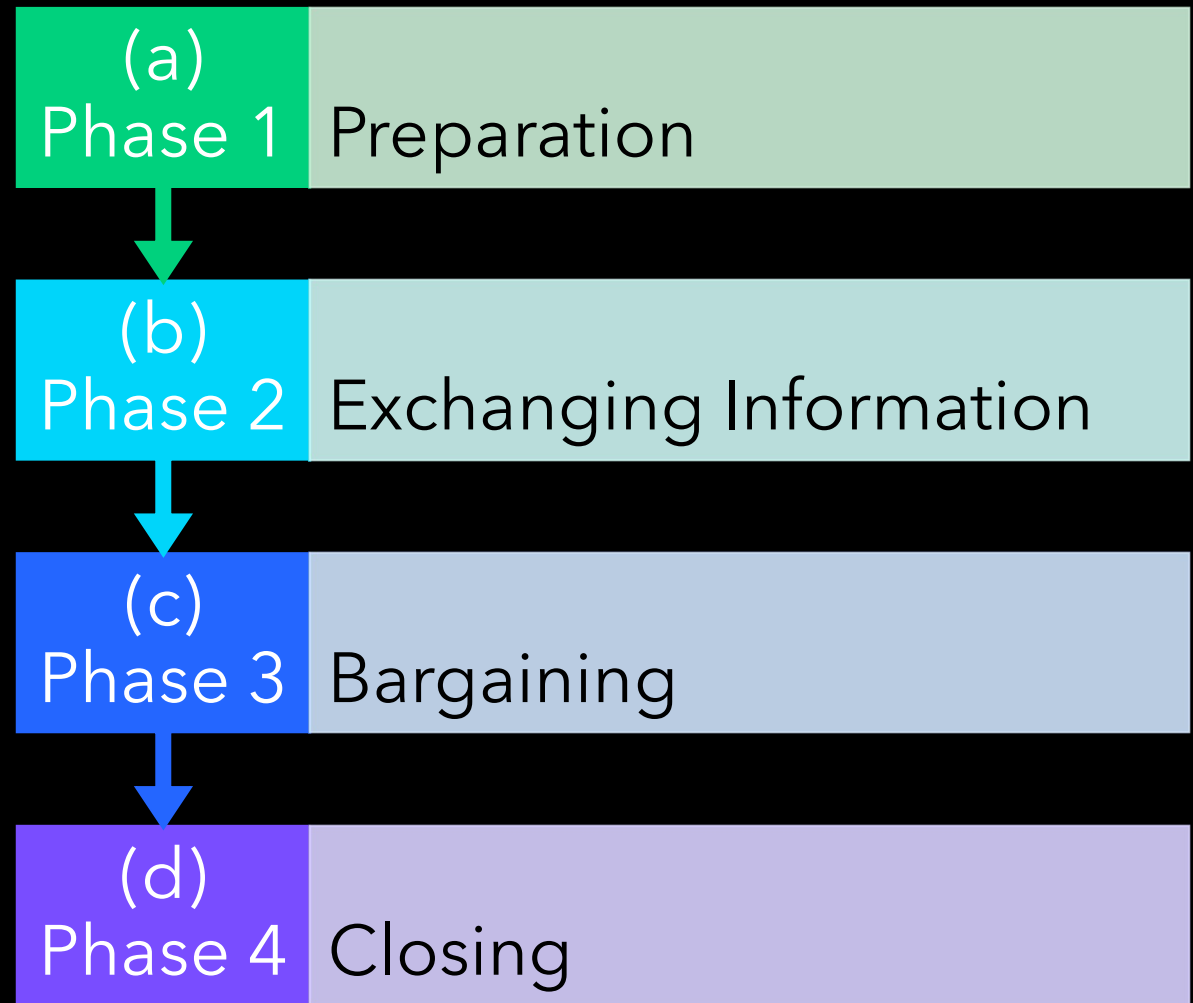
Phase 4 – Closing

- Confirm agreement
- Clarify next steps
- Document/formalize the agreement
- Strengthen the relationship
- Debrief with the appropriate people

**Which
negotiation
phase are you
most
competent in?**



**Which
negotiation
phase do you
want to
improve the
most?**



Negotiate Win-Win Agreements

- Ask open-ended questions
- Maximize understanding
- Enlarge the pie if possible
- Careful with hot buttons
- Nurture the relationship

Recommended Book

“Getting to Yes: Negotiating Agreement Without Giving In”

-- Roger Fisher and William Ury

& for the revised editions, Bruce Patton

of the Harvard Negotiation Project

A hand is shown placing a white puzzle piece with a blue silhouette of a person in a suit into a larger puzzle. The puzzle pieces are arranged in a grid, and the background is a dark teal gradient. The puzzle piece being placed has a blue silhouette of a person in a suit, while the other pieces are white with faint blue silhouettes of people.

Key Skills for Successful Negotiation

- Creative Thinking
- Effective Communication
- Relationship Building

Your Negotiation Journey

Going forward, how often would you want to negotiate?

- (a) Never
- (b) Rarely
- (c) Occasionally
- (d) Often



Your Negotiation Journey

What level of negotiation expertise would you aim for?

- (a) Novice
- (b) Proficient
- (c) Competent
- (d) Expert





Negotiating
=
Problem Solving



**We can all
improve our
negotiation
skills !!!**

A scenic landscape of a frozen lake at sunset. The sky is filled with dark, dramatic clouds, with a bright orange and yellow glow from the setting sun breaking through near the horizon. In the foreground, several large, jagged icebergs are scattered across the water, their forms reflected in the calm surface. The overall color palette is dominated by blues, greys, and the warm tones of the sunset.

Questions & Answers

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