

The Negotiation and Influencing Skills

Leadership & Teamwork Skills

Lec.5

ENT623

College of Entrepreneurship and Innovation

Prepared by

Dr. Bothaina Mahmoud Fouad

- Understand the importance of leadership and teamwork during the negotiation process.
- Case studies



Our Learning Outcomes



Leadership

Teamwork



Best Quotes about Leadership

"A leader is a dealer in hope."
Napoleon Bonaparte

"A spirited horse, which will try to win the race of
his accord, will run even faster if encouraged."
Ovid, about 9 A.D.

is the ability to influence others, with or without
authority.
Peter DeLisle



**“Great leaders are the ones who let
others shine”**

Manfred Kets de Vries





**All successful endeavors are the result of human effort;
thus, the ability to influence others is a derivation of**

**Interpersonal Communications
Conflict Management
Problem solving**

Leadership is the ability to develop a vision that motivates others to move with a passion toward a common goal

Definition of Leadership

What is Leadership

Leadership is the process of influencing people and providing an environment for them to achieve team or organizational objectives.

Leadership Definition



Leadership Vs. Management

Leadership

is the process of influencing people and providing an environment for them to achieve team or organizational objectives

Management

is the ability to organize resources and coordinate the execution of tasks necessary to reach a goal in a timely and cost-effective manner



Leadership Vs. Management



Manager



Leader



Leadership Vs. Management

Leader is
a person who is followed by others.

- Manager is**
- *a person controlling or administering a business or a part of a business.*
 - *A person regarded in terms of skill in household or financial or other management.*

Leaders Vs. Managers attributes

leader	Manager
innovator	Administrator
ensures trust and results	represents control and authority
asks questions about what and why	asks questions in how and when
give solutions	create strategies
make followers	look for subordinates
Do the right thing	Do things right

Leadership & Management Skills

Leadership - soft skills

Communications
Motivation
Stress Management
Team Building
Change Management

Management - hard skills

Scheduling
Staffing
Activity Analysis
Project Controls

Qualities of Leadership



Importance of Leadership

**Importance
of
Leadership**

Development of creativity

Developing teamwork

Guiding people

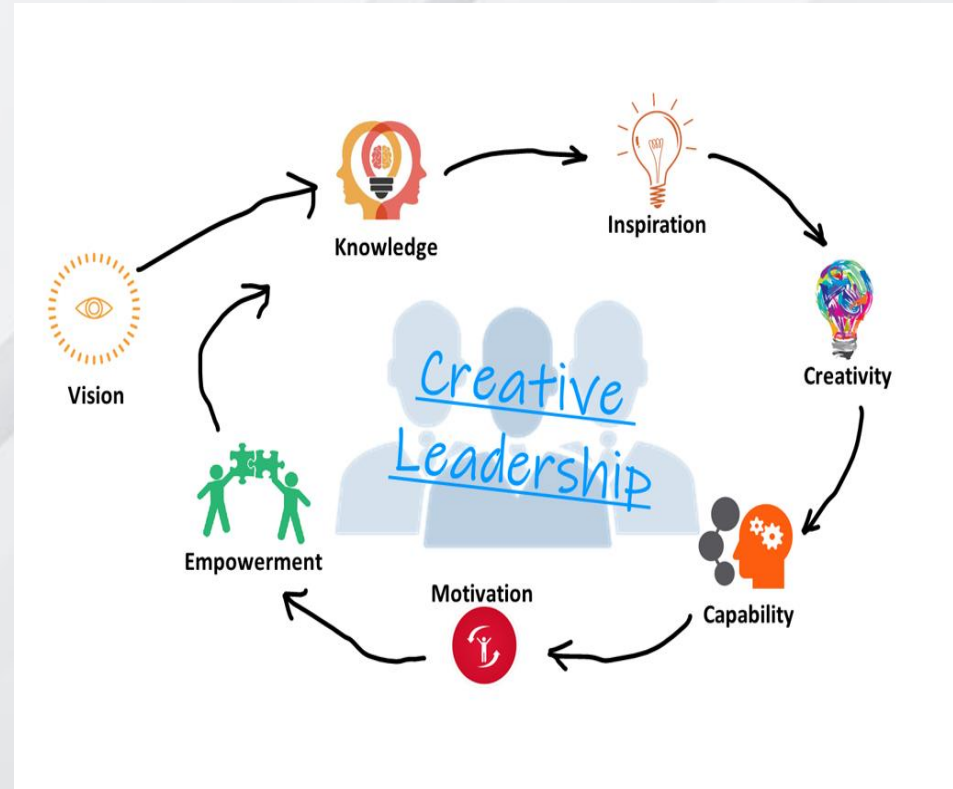
Creation of confidence

Creation of a favourable work environment

Creative leadership is

The combination of creativity (the ability to generates ideas) with leadership (the ability to execute them through actions of others).

the ability to create and realize innovative solutions especially in the face of structurally complex or changing situations. It refers to those people who, when all is shifting and new approaches are yet unknown, can still create clarity of purpose for their teams.



Recipe for Being a Leader



- Listen effectively

- Encourage teamwork and participation

- Empower team members

- Communicate effectively

- Emphasize long-term productivity

- Make sound and timely decisions

- Treat each person as an individual

- Protect your team

- Have vision, courage and commitment

What Makes an Effective Leader?

Effective leaders have:

- the ability to communicate well,
- motivate their team,
- handle and delegate responsibilities,
- listen to feedback,
- have the flexibility to solve problems in an ever-changing workplace.



The Leader must be

Leadership Attributes



Role Model

- Live values; lead by example
- Demonstrate integrity; support people
- Be charismatic & energized; keep learning

Inspirer

- Create an inspiring vision; set directions
- Direct emotions; energize people
- Encourage risk-taking & experimentation

Enabler

- Help people grow; empower others
- Build teams & collaborative relationships
- Leverage diversity; build synergies

Achiever

- Focus on results; be persistent
- Discover and pursue opportunities
- Lead change; learn from feedback

leader360 

LEADERSHIP attributes are the inner or personal qualities that constitute effective leadership. These attributes include a large array of **Are-Know-Do** characteristics such as **vision**, values, character, motives, habits, traits, competencies, style, behaviors, and **SKILLS**.



Leadership skills in negotiation situations

Leadership skills in negotiation are used to understand the interests of those you're leading and to find ways of satisfying those interests. In negotiation, effective leaders seek to understand the interests of those they lead and find ways of satisfying those interests in order to achieve organizational goals.



Leadership skills in negotiation situations

leadership skills are critical in negotiation situations, as they can help a leader to build trust, navigate complex interpersonal dynamics, and achieve their goals while preserving the relationship with the other party.

Leadership skills in negotiation situations

Effective negotiation requires strong leadership skills. Some key leadership skills that are particularly important in negotiation situations include:

Communication

Strong communication skills are essential in negotiation, as they allow a leader to clearly convey their message and listen to the other party's perspective. Effective communication involves active listening, asking clarifying questions, and using language that is clear and concise.

Creativity

Negotiation often requires creative problem-solving, as parties may have different goals and priorities. A leader who is able to think outside of the box and generate novel solutions can often find a mutually beneficial outcome for both parties.

Leadership skills in negotiation situations

Emotional Intelligence

Is the ability to understand and manage one's own emotions, as well as read and respond to the emotions of others. In negotiation, emotional intelligence can help a leader navigate complex interpersonal dynamics, build rapport with the other party, and defuse tense situations.

Strategic Thinking

A leader who is able to think strategically can anticipate the other party's moves, identify potential roadblocks, and develop a long-term plan for achieving their goals. This involves considering the broader context of the negotiation, such as market conditions, political factors, and cultural differences.

Confidence

A leader who exudes confidence can inspire trust and respect from the other party, which can be essential in negotiation. Confidence allows a leader to assert their position without being aggressive or confrontational, and can help to build a sense of momentum in the negotiation.

Building your leadership skills need

Take initiative

- Look beyond the tasks in your job description.
- Think long-term about what would be beneficial for your department and the company.
- Try to brainstorm ideas and commit to doing work that goes beyond the daily routine.

Request more responsibility

- you can share with your manager that you're eager to grow your leadership abilities

Target specific skills

- If you have a specific skill that you want to develop, create a plan to improve your abilities in this area.
- This could mean [taking a class](#), [finding a mentor](#) to help, reading books, or setting a small goal that forces you to develop this skill.

How To Build Leadership Skills?

Practice discipline:
A good leader always work with discipline.

Take on more projects:
You can become a good leader by taking responsibilities. You have more responsibilities, more work experience you get, and hence you become a good leader.

Learn to follow:
Follow some great personalities, it will motivate you. While working, follow the rules and regulations which will help you to maintain a good image.

Inspire others:
Create a personality that people get inspired by you. Though it can be a tough job so you can motivate other people towards their goal direction.

Keep learning:
learning is a continuous process, so try to master the things you know. Learning new skills and tricks to manage your work can give a great impact on your career.

Resolve conflicts:
Try to solve problems. Think practically and solve them by mutual understandings.

Designed by
VisualPosting.com

How to Develop your Leadership Skills

According to the [World Economic Forum](#), leadership skills are some of the most in-demand soft skills in today's complex workplaces.

Strong leadership skills are not good-to-have – they are an absolute necessity. As workplaces continue to be disrupted, the need for effective leaders increases.





Top Skills for Effective Leaders

1. Connect and Communicate Effectively

John Maxwell said a good leader communicates; a great leader connects. An effective leader often has a knack for working with people.

Ultimately, communicating effectively with diverse team members and senior leaders is not easy. However, once leaders master this, the impact on their executive presence and influence is astounding.

2. Inspire Confidence

In a leadership role, a successful leader helps employees and team members sail through crises. One of the most important leadership skills great leaders need to develop is the ability to inspire confidence.

To do so, followers need to first trust the leader. That often means followers believe the leader is guided by values. For example, when the team faces challenges or takes risks, they feel confident and safe because the leader role models a learning focus instead of blaming others.

Top Skills for Effective Leaders

3. Demonstrate Emotional Intelligence

Emotional intelligence is the ability to understand your emotions and the emotions of others. It is also the ability to manage those emotions within yourself and others.

4. Build Trust to Empower Members

A study by Marcus Buckingham has recently found that leaders need to build more trust in the workplace. In his study, he found that employees do not fear change. On the contrary, what makes change management difficult for them is being kept in the dark.

5. Promote Healthy Failures for Disruptive Innovation

Successful companies are innovative. At the same time, the world's largest companies are facing the threat of an increasing rate of constructive destruction. This means, that only the businesses that can learn fast, fail fast, and innovate will survive the constant waves of disruption. How you respond then, as a leader, in the face of 'failures' makes or breaks the innovative culture.

Top Skills for Effective Leaders

6. Expand Common Ground and Facilitate Conversations

A good leader understands the need to bring workplaces suitable for a diverse workforce.

In today's business landscape, fostering common ground among stakeholders and leveraging their strengths and weaknesses are necessary for business leaders.

7. Make Difficult Conversations Easy

Managing conflicts in the office and difficult conversations is vital for leaders. That is why many leadership training programs include conflict management.

Leaders may be reluctant to confront deep-seated biases that are part of their organizational culture, but working on yourself first increases your courage to resolve such issues in the workplace.

8. Manage Attention (not Time)

Prioritizing and focusing your attention on what's most important to your strategy will give you a long-term strategic advantage. When I'm coaching clients, I always see positive change when they manage their attention better.

Top Skills for Effective Leaders

9. Empower Employees to Aim for Success

Delegation and empowerment might look like the same skill, but they are not identical.

Delegating and empowering are both important when in a business environment, but have different functions. When delegating tasks, it's obligatory to assign people what they need to do. When you empower someone, they become more motivated and creative

10. Deliver Constructive Feedback

Constructive feedback should be specific and timely. It is important to acknowledge the good work that was done. When you are specific, you show that you are paying attention.

constructive feedback works best for employees when you give them in a timely manner. That means, do not wait till the annual performance review to do that because that tends to feel more judgmental instead of being developmental.

Challenges for the Future Leader of 2030



Top common leadership challenges





Amazon's Negotiation with Publishers



Amazon, the world's largest online retailer, has been involved in a number of high-profile negotiations with publishers over the years. These negotiations have centered around a range of issues, including pricing, distribution, and control over content. Amazon's leadership team, led by CEO Jeff Bezos, has been praised for its negotiation skills in these situations.

One notable negotiation occurred in 2014, when Amazon was in a dispute with Hachette, one of the world's largest publishers. Amazon was seeking lower prices for e-books, while Hachette was concerned about maintaining its profits and control over its content.

Amazon's negotiation team employed a number of key strategies to achieve a favorable outcome, including:

- 1. Building leverage:** Amazon built leverage by using its dominant market position to put pressure on Hachette. Amazon stopped taking pre-orders for Hachette's books, reduced discounts, and delayed shipments, which hurt Hachette's sales and put the company under financial pressure.
- 2. Communicating clearly:** Amazon's leadership team communicated their position clearly and publicly, using social media and other channels to explain their perspective to customers, authors, and the media. This helped to build support for Amazon's position and put pressure on Hachette to come to the negotiating table.
- 3. Being creative:** Amazon's negotiation team was creative in finding solutions that would benefit both parties. They proposed a revenue-sharing model that would allow Hachette to maintain its profits while also reducing prices for customers. This proposal eventually formed the basis of a new agreement between Amazon and Hachette.
- 4. Being willing to walk away:** Amazon's leadership team was willing to walk away from the negotiation if they couldn't achieve their desired outcome. This demonstrated to Hachette that Amazon was serious about its position and willing to take action to achieve its goals.

Ultimately, **Amazon's negotiation with Hachette was successful**, and the two companies reached a new agreement that satisfied both parties. Amazon's leadership in negotiation has helped the company to achieve its goals while maintaining positive relationships with its partners and customers.



2. Team Work

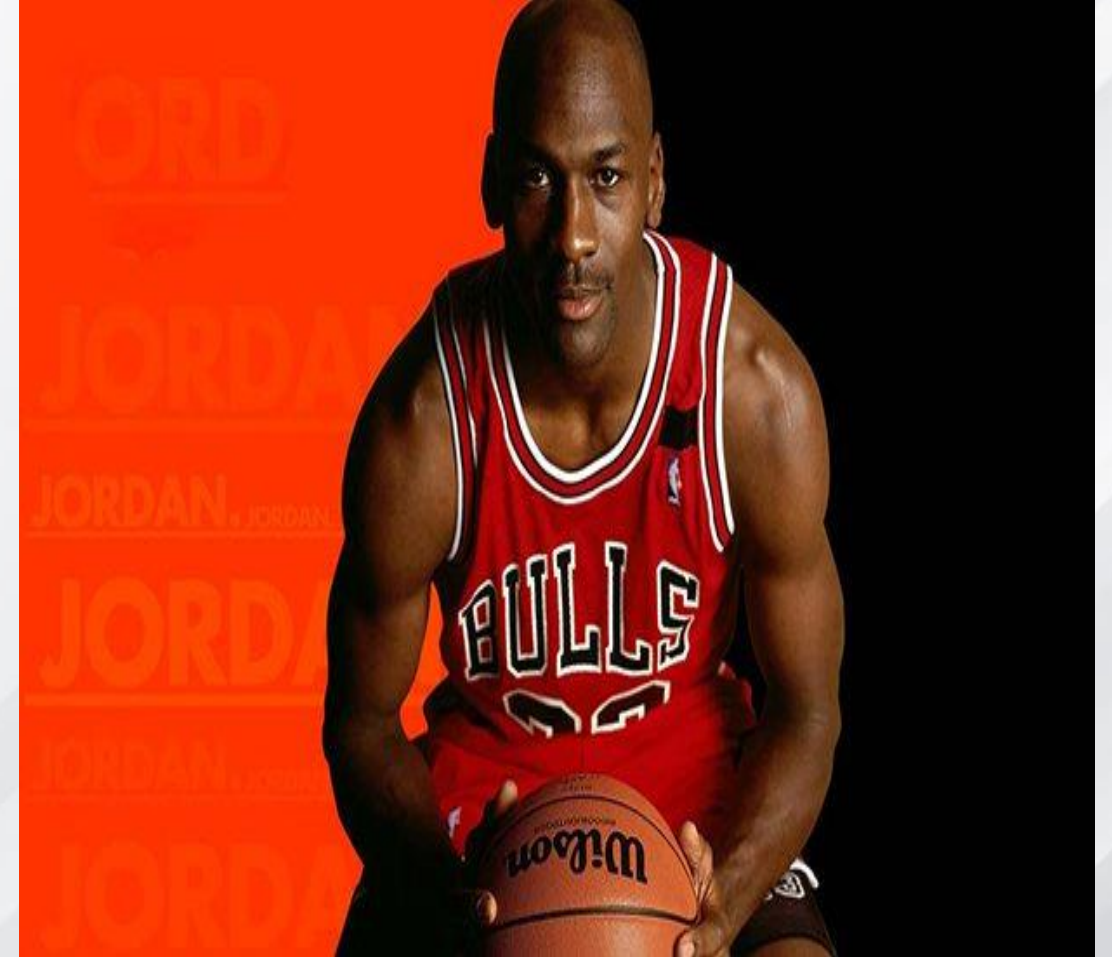
“

Talent wins games, but
teamwork and intelligence
win championships.

MICHAEL JORDAN

Southern Living

الموهبة قد تكسبك مباراة لكن العمل
الجماعي قد يكسبك البطولة



What is the meaning of TEAM??

TOGETHER
EVERYONE
ACHIEVES
MORE

Total
Effort from
All
Members



What is a team?

A team is a group of people with a commitment to one another, to the team, to a high level of achievement, to a common goal, and to a common vision.

Why Use Teams?

Benefits to the business, organization or system

- Enhanced creative thinking needed for innovation
- Promote employee involvement and buy-in (commitment) to the company's success
- A team generates results that are greater than those that could be produced by its individual members

Benefits to the team member

- Improved professional and personal skills
- Better understanding of the whole company/system and how it works
- Preparation for upward professional growth (promotion)

The advantages of teams

- A team broadens what individuals can do.
- Several heads mean a wider range of ideas.
- Teams have a great array of talents and skills.
- Team members learn new skills from their colleagues.
- Teamwork is more efficient than a number of individuals working singly.
- Teamwork provides relief when someone's having a problem.
- Team workers are more effective.
- A team member has more ownership of what she's doing.
- Good teams can build leaders.
- A shared vision keeps everyone moving forward.

The Disadvantages of teams

- Team decision-making takes longer
- Team effort can be wasted effort.
- The team's success may hang on the work of the least effective team member.
- A team might gain momentum in the wrong direction.
- Team members may be reluctant to tell other about their unsatisfactory work.
- Lost motivation for lack of individual recognition

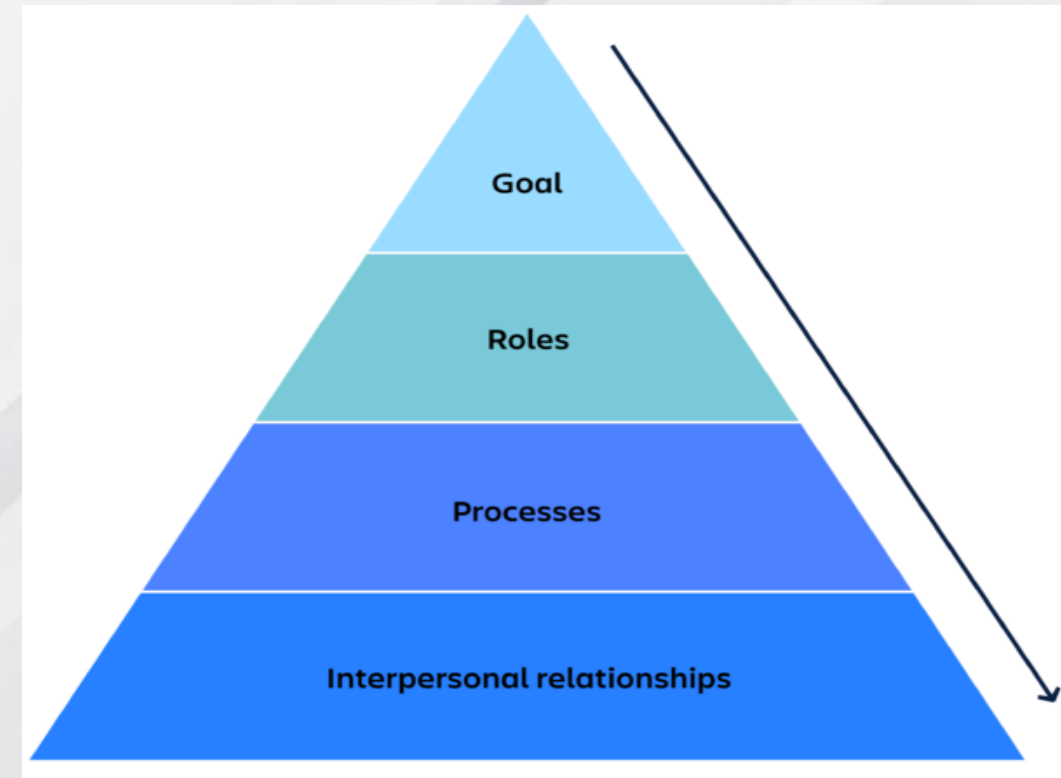
When should you build teams?

Goals: teams need a solid and shared understanding of what they're working toward together.

Roles: teams need to know who's doing what, without ambiguity or a lot of overlap between responsibilities.

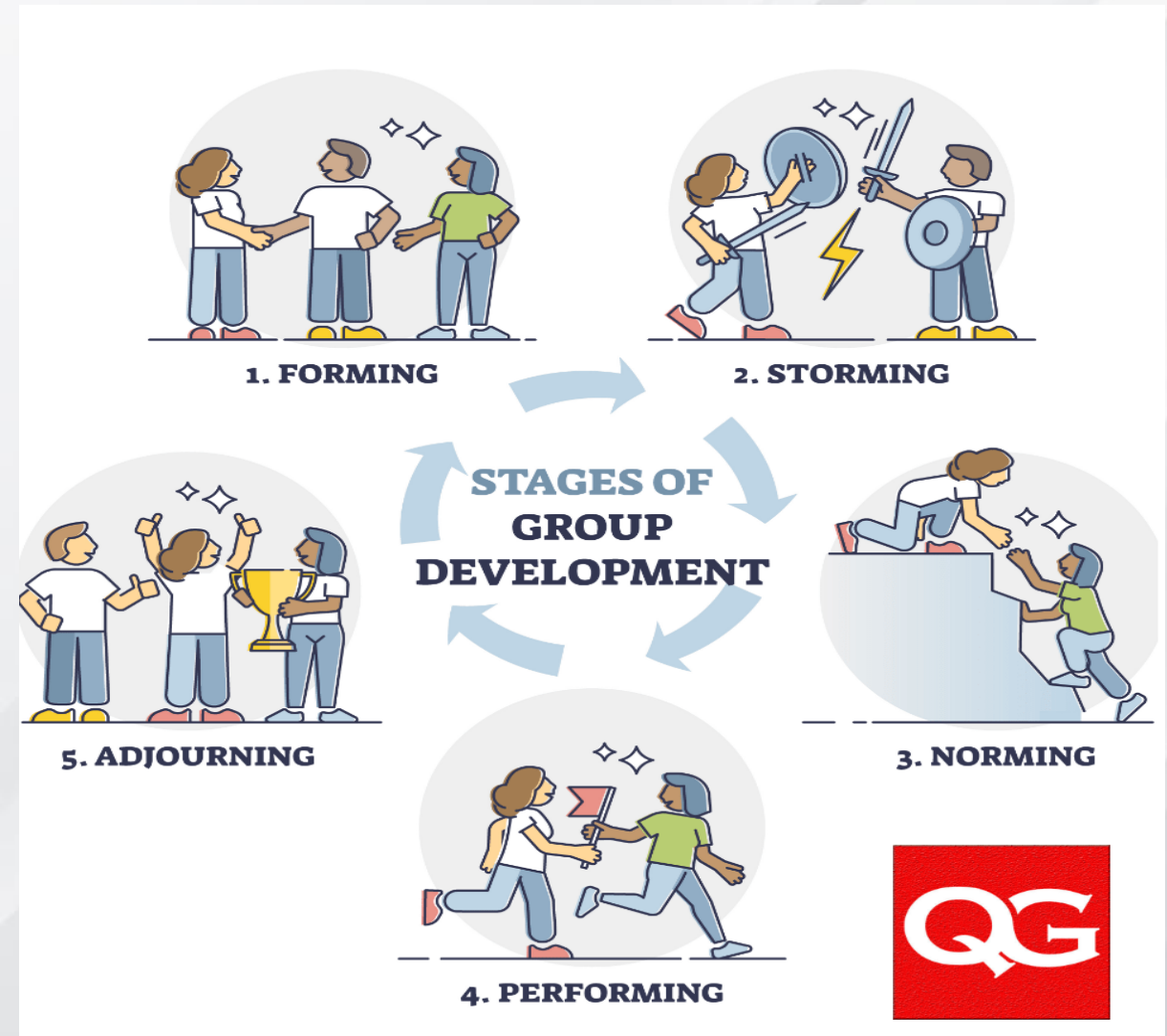
Processes: teams need to understand how decisions are made and how work gets accomplished.

Interpersonal relationships: teams need to understand and respect each other's communication styles and work approaches



Stages of Team Development and building

1. Forming
2. Storming
3. Norming
4. Performing
5. Transforming/Adjourning



FORMING

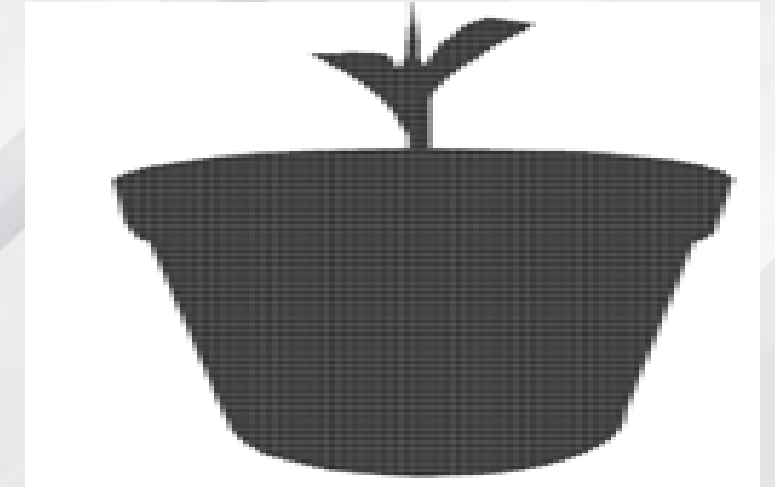
- Team members meet and introduce themselves.
- A facilitator or leader is assigned or selected.
- The team may set ground rules for the process
- Discussions about the project scope, goals, and timeframe begin.



The Forming stage includes polite but not deep conversation.

Storming

- Members may compete for leadership of the group.
- Conflicting ideas are expressed.
- Some members speak little; others dominate the discussion.
- Members argue about how to accomplish project goals and how to measure success.



The Storming stage is uncomfortable, but entirely normal.

Norming

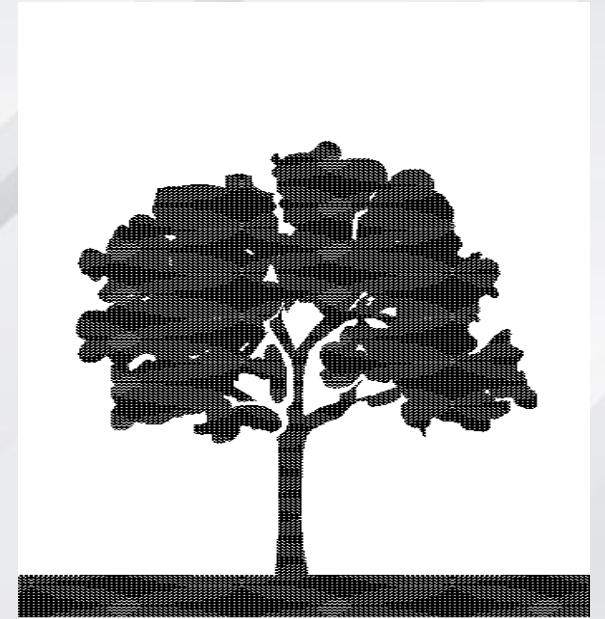
- Members reconcile differences.
- Members now feel part of a productive group.
- The team reaches agreement on goals and how to achieve them.
- Information is freely shared.



During the Norming stage, teams begin to make significant progress.

Performing

- Members understand their roles and trust one another to complete tasks.
- Obstacles are easily overcome.
- Productivity is high; each member contributes his/her skills and knowledge.



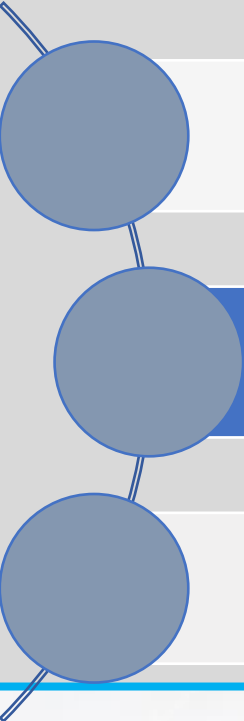
In the Performing stage, decision-making becomes easier because the group is truly functioning as a team.



Transforming/ Adjourning

التحويل/التأجيل

After goals are met, results evaluated and accomplishments acknowledged:

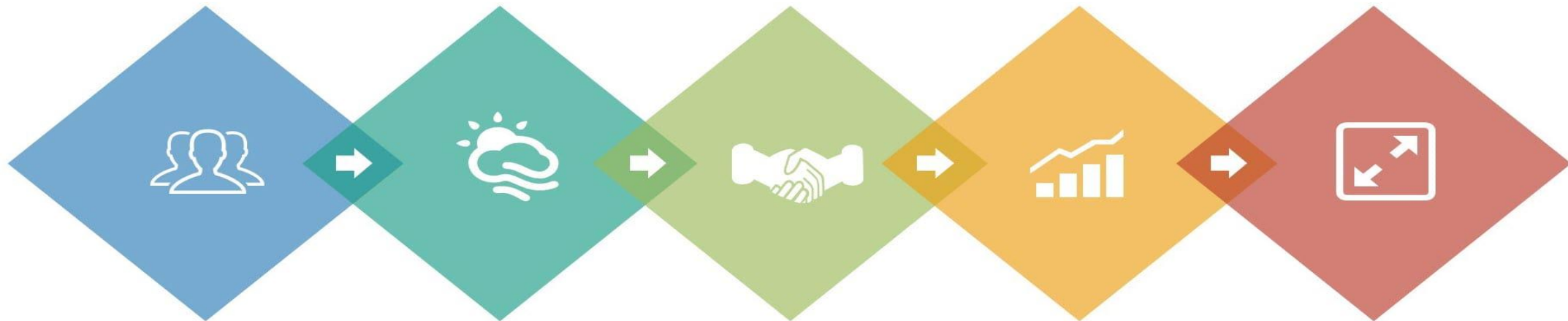


The team may be dismissed

The team may be assigned a new project, or

Some members may leave the team and new members join for a new project.

QG



Forming

The forming stage occurs when team members first come together as a team.

Storming

During the storming stage, teams discover teamwork is more difficult than they expected.

Norming

The norming stage begins as the team moves beyond the storming stage and begins to function as a team.

Performing

When a team reaches the performing stage it is functioning as a high performance team.

Adjourning

Breaking up the team when the required task is complete.



Barriers to Team Performance



Steve Jobs

Born: February 24, 1955

Died: October 5, 2011

Co-Founder of Apple

- His inventions transformed tech and communication
- Was CEO of Apple when the iPhone was first introduced
- Also known for investing in Pixar when they were a struggling business

Steve Jobs



“Technology alone is not enough.”



TITLE OF SLIDE

Steve Jobs, the co-founder and former CEO of Apple, was known for his strong leadership skills, including his ability to build and lead effective teams.

While Jobs was often the public face of Apple, he relied on the work of a talented team of designers, engineers, and marketers to create some of the company's most successful products.



1.Clear Communication: Jobs was an excellent storyteller and was able to paint a picture of what he wanted to achieve, which helped his team to understand the direction he wanted to take.

2.Attention to Detail: Jobs expected his team members to share his attention to detail and work tirelessly to create products that were not only functional but also aesthetically pleasing.

3.Collaboration: Jobs was willing to work closely with his team members and was open to their ideas and feedback.

4.Passion: Jobs was able to inspire his team members to share his passion and work tirelessly to achieve their goals.

5.Innovation: Jobs was always encouraged his team members to think outside the box, take risks, and create products that were truly groundbreaking.



Jobs' ability to build and lead effective teams was a key factor in Apple's success. He recognized the importance of clear communication, attention to detail, collaboration, passion, and innovation, and was able to inspire his team members to work together towards a common goal.

- 
- In 2000, he relocated the company to an abandoned Del Monte canning factory. The original plan called for three buildings, with separate offices for computer scientists, animators, and the Pixar executives.
 - Instead of three buildings, there was going to be a single vast space, with an atrium at its center.
 - But for Jobs, it was not just about creating a space: he needed to make people go there. The primary challenge for Pixar, as he saw it, was getting its different cultures to work together and collaborate.
 - Jobs saw separated offices as a design problem.
 - Steve realized that when people run into each other when they make eye contact, things happen.”

Some lessons about Great Groups:

Greatness starts with superb people.

Great Groups and great leaders create each other.

Every Great Group has a strong leader

Leaders of Great Groups love talent and know where to find it.

Great Groups are full of talented people who can work together.



Thank You