





The Art of Collaboration & Negotiation

Family Navigator Training
Family to Family Network of Virginia
November 2012



★For the sake of our children, we must strive to be patient for those whose experiences have not given them access to our perspective.




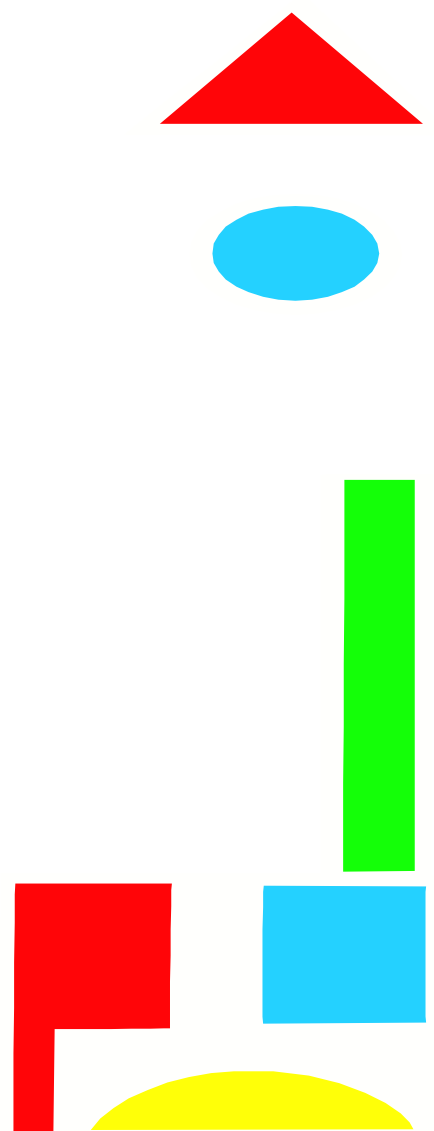
★It is our duty to lead these people to fuller understanding of the beauty and ability within our children.



★To do this, we must become effective advocates.


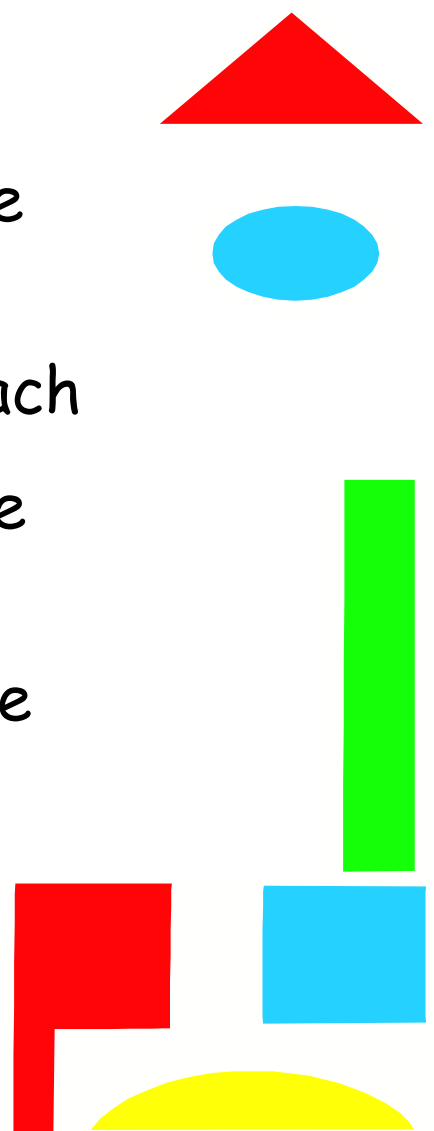



7 Steps in Decision-Making Process

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1. Define the question and/or issue
 2. Identify options/explore alternative solutions
 3. Consider objective & subjective measures
 4. Weigh positives and negatives
 5. Make a decision and go for it
 6. Measure progress/evaluate the outcome
 7. Modify the approach, or recommit to the strategy
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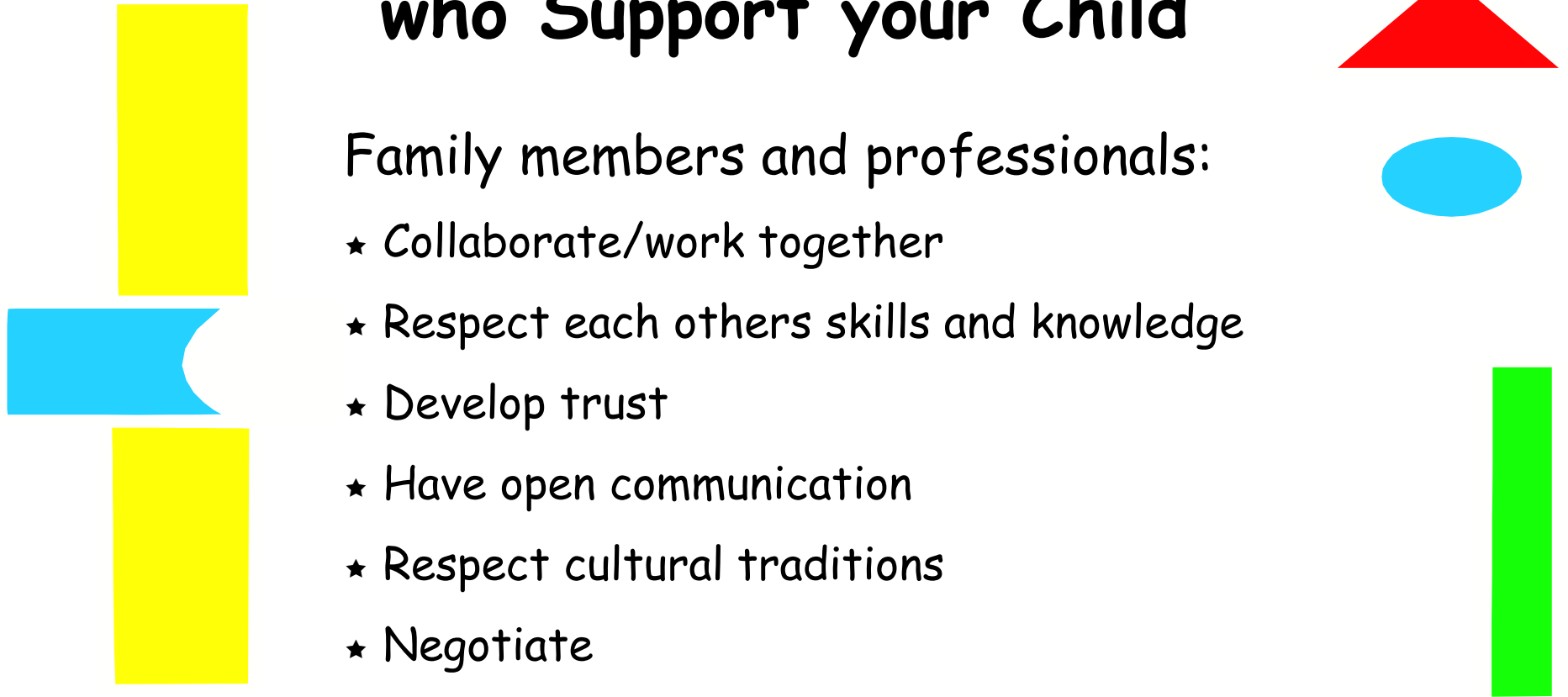
Common Mistakes

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- ★ Failing to understand that the job of the parent is to educate the child's team about their child
 - ★ Taking an "all or nothing" approach
 - ★ Not being willing to try a service or program
 - ★ Focusing on minor missteps made by the team/school
 - ★ Not documenting everything




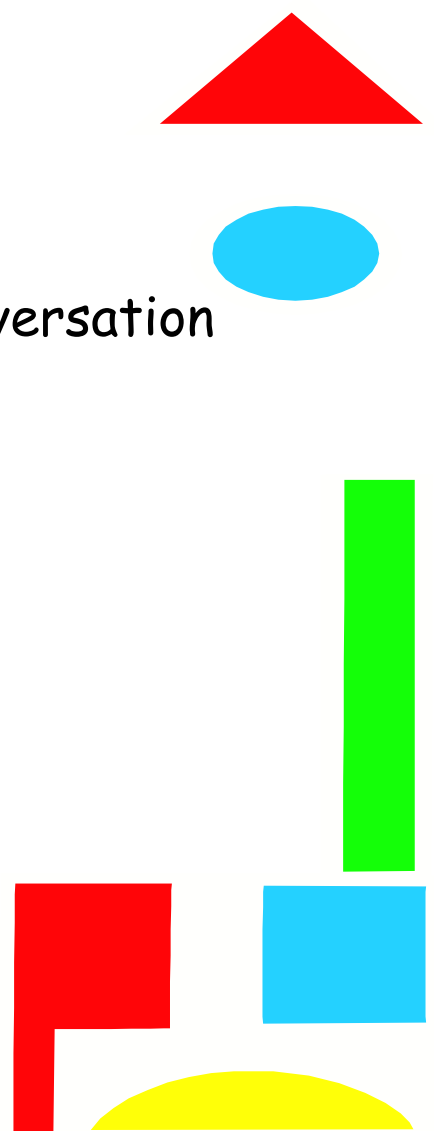
How to Communicate with Professionals who Support your Child

Family members and professionals:

- ★ Collaborate/work together
 - ★ Respect each others skills and knowledge
 - ★ Develop trust
 - ★ Have open communication
 - ★ Respect cultural traditions
 - ★ Negotiate
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Collaboration

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- Come to planning meetings fully prepared
 - Leave emotions at the door
 - Keep personal references out of the conversation
 - Look for common alliance
 - Be open to compromise
 - Listen
 - Communicate an attitude of cooperation
 - Help find solutions


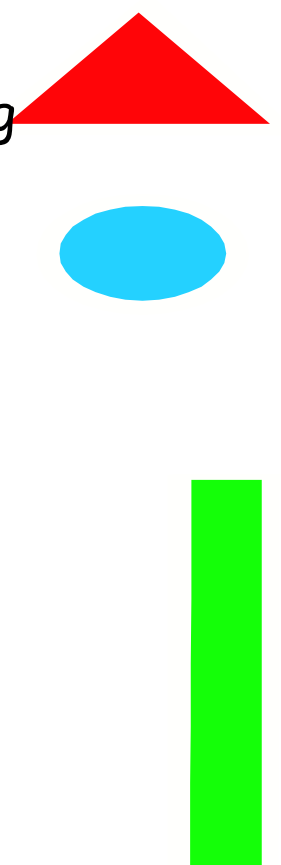
Be Proactive

- Keep information organized in a binder
- Start planning early
- Do your homework in preparation for a meeting
- Determine who can help you and your child in preparing for and participating in a meeting.
- Ask that copies of all paperwork be provided to everyone in advance of the meeting.






Be Proactive

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- Share the recommendations that your are going to make with the team in advance.
 - Ask what recommendations are likely to be made at the meeting by professionals
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Taking initiative does not mean being pushy, obnoxious, or aggressive. It does mean recognizing our responsibility to make things happen."



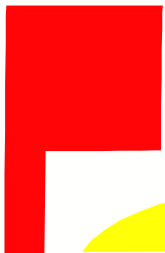






Begin with the End in Mind

"...based on imagination - the ability to envision, to see the potential, to create with our minds what we cannot at present see with our eyes..."




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- Write down your dreams, your vision for your child's future, your goals . Frame it. Share it. Get others to invest in it with you.
 - As your child gets older change the dream/goals to reflect what he or she wants.
 - When you decide upon where it is you are trying to get to, the plan becomes an individualized roadmap.
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Put First Things First


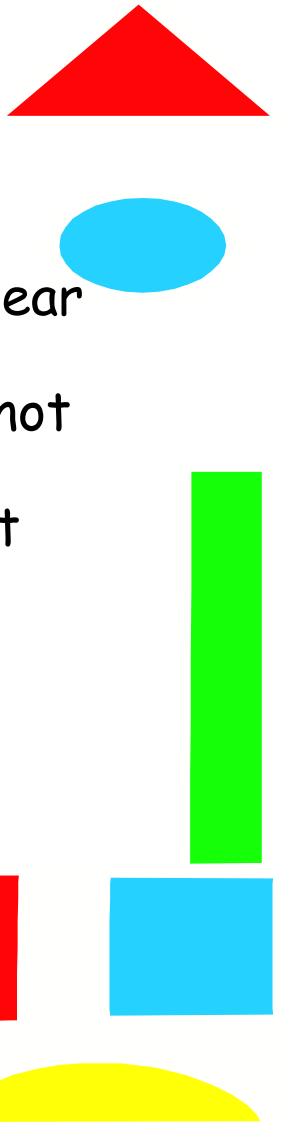
"Create a clear, mutual understanding of what needs to be accomplished, focusing on what, not how; results not methods. Spend time. Be patient. Visualize the desired result."

- Decide what your priorities are





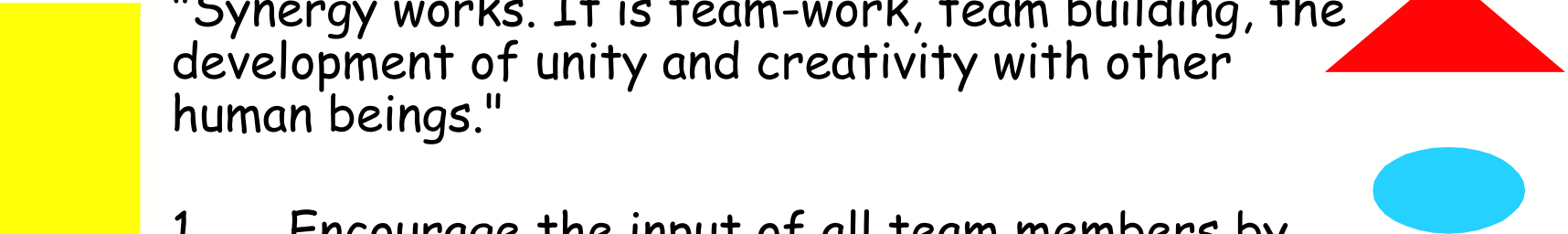
Seek First to Understand and then to be Understood

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- Clear your mind of other things
 - Ask for further explanation if you are unclear on what is being said
 - Specifically ask that jargon and acronyms not be used
 - Bring a friend to take notes for you so that you can be fully present in the discussion
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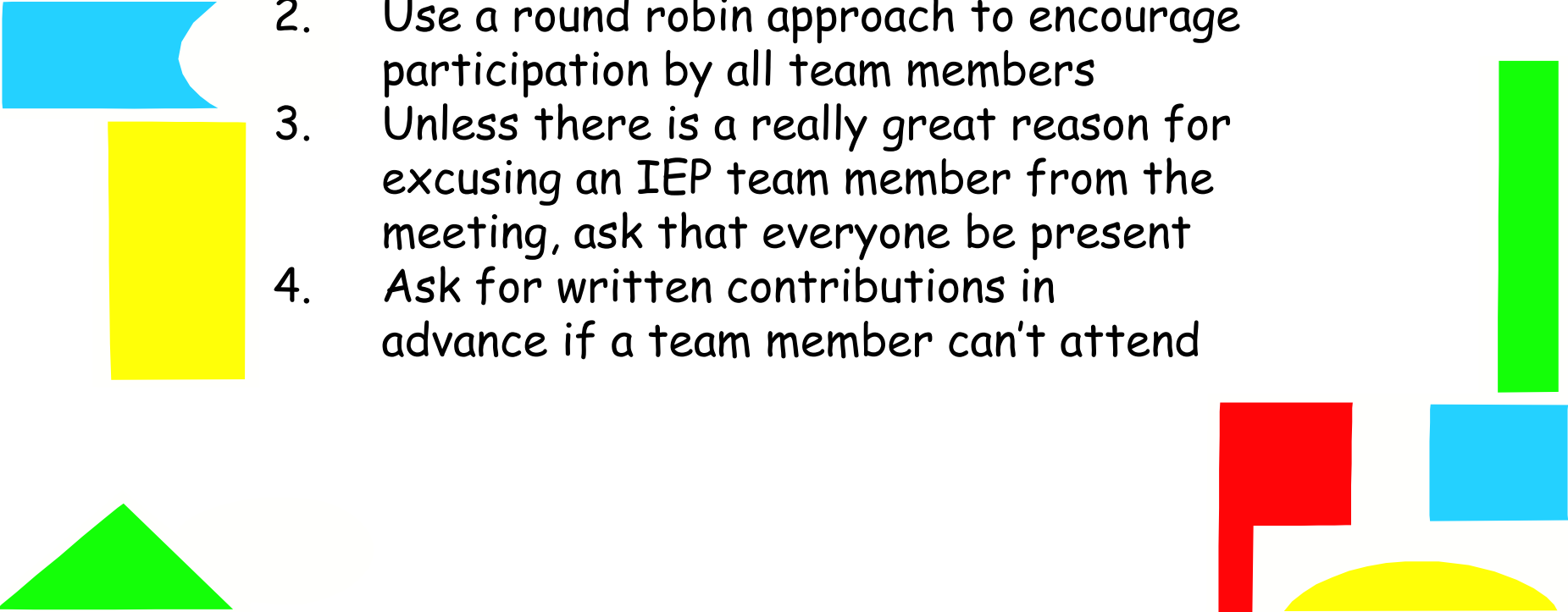
"We typically seek first to be understood. Most people do not listen with the intent to understand; they listen with the intent to reply. They're either speaking or pre-paring to speak. They're filtering every-thing through their own [experience]."



Synergize

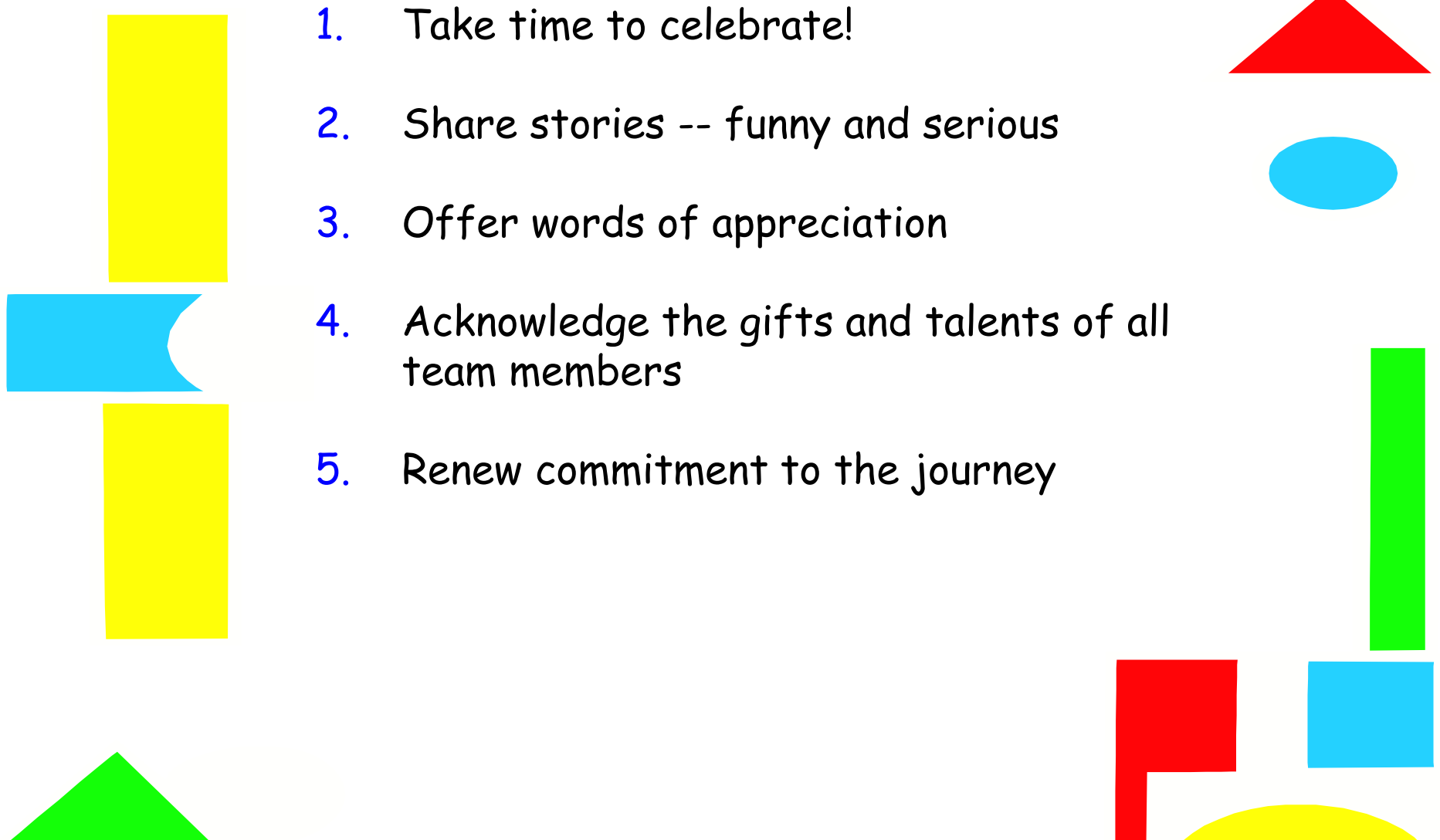


"Synergy works. It is team-work, team building, the development of unity and creativity with other human beings."

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1. Encourage the input of all team members by suggesting that a preplanning process be used
 2. Use a round robin approach to encourage participation by all team members
 3. Unless there is a really great reason for excusing an IEP team member from the meeting, ask that everyone be present
 4. Ask for written contributions in advance if a team member can't attend



Synergize

1. Take time to celebrate!
 2. Share stories -- funny and serious
 3. Offer words of appreciation
 4. Acknowledge the gifts and talents of all team members
 5. Renew commitment to the journey
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Developing Negotiation Skills

★ Conflict is inevitable



★ Negotiation is not about getting your own way or about giving in




★ Negotiation is about compromise



★ Negotiation is based on equal power


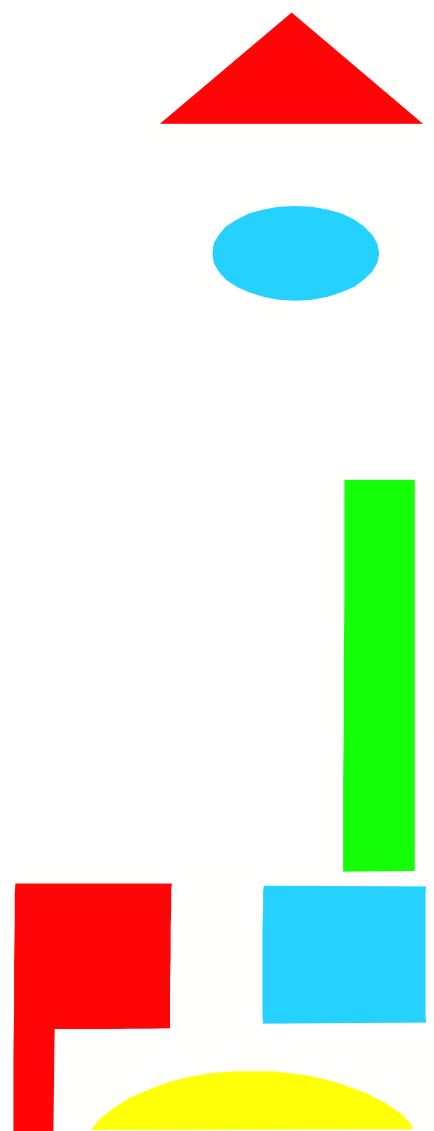
★ The most important trip you may take in life is meeting people half way





Developing Negotiation Skills

Styles of Negotiation

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- ★ The Bargaining Style - one party loses at the expense of another
 - ★ Lose-Lose Style - everyone comes out a loser
 - ★ Compromise - parties reach a settlement
 - ★ Win-Win Approach - the needs of all parties are satisfied
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Think Win-Win

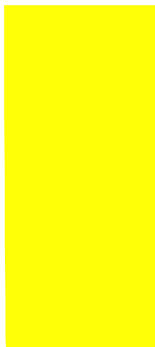
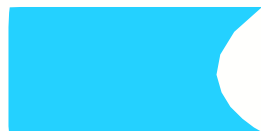





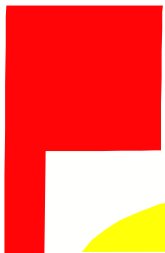


- Paint a person-centered picture of your child
- Describe your child's needs based on the years that you have known your child
- Don't be afraid to share your dreams for your child's future
- Know what you want and what you can give on


I know we all want
what is best for
Joey!





How to Negotiate in a Win-Win Way

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- Come to the meeting fully prepared
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★ As parents, we can be looked at as the ones with the most needs. We can be the star of the show - or the show stopper.

★Parents often question themselves and their capabilities because they are thinking about what the professionals are thinking of them.

★Let us remember that we all have the same goal, although we may have different experiences, different ways of verbally expressing it, and different points of view.

