

Negotiation Strategies

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Symptoms of the wrong culture in the teamwork.

- ▶ 1. Overly submissive behavior - Do as you are told to do.
- ▶ Problem: Team members, who are overly submissive behavior, are unable to solve any work without clear order and specific guidelines. Team members need a babysitter all the time.

Symptoms of the wrong culture in the teamwork.

- ▶ 2. Conservative behavior - Don't take any risk and don't want to do it differently. No change.
- ▶ Problem: Team members with strong conservative behavior are unable to change their way of working or solving problems where the context of causes and effects as well as the environment is changing rapidly. In other words, use the old method to solve new kind of problems.

Symptoms of the wrong culture in the teamwork.

- ▶ 3. Short cut behavior - We don't have time, beat the system. Cut the corners at work. (try to do it by cutting important steps to save time and money)
- ▶ Problem: Team members with short cut behavior often link with poor performance, accidents due to safety violation and serious injuries.

Symptoms of the wrong culture in the teamwork.

- ▶ 4. Avoid responsibility behavior- This is not my work or my responsibility. To avoid doing something difficult and focus on minor things.
- ▶ Problem: Team members who often avoid responsibility delay the process of the work and create conflicts with other team members.

How to be a high performance management?

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High Performance Management

- 1. Change from high control to high trust
- In the old time, manager will control employees in a very detail or micro-management.
- In the modern time, manager will trust what employees can do and monitor them in a distance.

High Performance Management

- 2. Change from individual decision to team decision
- In the old time, Manager will focus only on the decision from the supervisor, not from the subordinates.
- In modern time, Manager will believe mainly the team decision, not individual decision.

High Performance Management

- 3. Change from individual reward to team reward
- In the old time, Manager will focus on individual performance and individual reward.
- In the modern time, Manager will focus on team performance and team reward.

High Performance Manager

- 4. Change from blame-fix at the person to blame -fix at the process.
- In the old time, Manager will blame a mistake on a poor person and try to correct the person or remove the person.
- In the modern time, Manager will blame a mistake on a poor process and try to modify the process.

High Performance Management

- 5. Change from one way communication to two ways communication.
- In the old time, Manager will tell employees what to do?
- In the modern time, Manager will listen and brainstorming with employees what to do?

High Performance Management

- 6. Change from fixed organization structure to flexible organization structure.
- In the old time, Manager will set a fixed position, fixed duties, and fixed responsibilities.
- In the modern time, Manager will set a flexible position, flexible duties, and flexible responsibilities. (Be able to adapt to changing environment)

High Performance Management

- 7. Change from financial secrecy to open book management.
- In the old time, Manager will keep financial information as secret and not allow other to monitor.
- In the modern time, Manager will use open book management and allow other to monitor and comments.

Effective Time Management Techniques - HR

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Effective Time management Techniques

- 1. Delegation - I have to share some duties and responsibilities to others.
- Look for unessential task that you can assign it to your subordinates.
- Example:

Effective Time management Techniques

- 2. Avoid interruptions - I need to concentrate my attention here. Focus on important work. Do not interrupt!
- When you are in work mode, do not let phone, friends, and email interrupt you
- Example:

Effective Time management Techniques

- 3. Work on the most important things first - Priority, I must finish the most important task first.
- Do not do the easy task first or do what you like to do first. But do what is important first.
- Example:

Effective Time management Techniques

- 4. Use your wasting time productivity - I always bring something to work or to read when I am waiting for someone or something.
- Do not waste your time sitting there waiting for someone or some appointments. Always bring books, or work with you.
- Example:

Effective Time management Techniques

- 5. Divide your big project or big task into small pieces - I divide my work into small parts and do it part by part.
- Do not let a big project scare you. Divide big project into small piece and will be easy to handle.
- Example:

Effective Time management Techniques

- 6. Organize your to-do list very day - I write down what I have to do today and I try to finish it before the deadline.
- If you don't organize your to-do list, you will be disorganize and often miss the deadline.
- Example:

Effective Time management Techniques

- 7. Organize your not-to-do list very day - I write down what should not spend too much time with.
- Don't waste too much time on social media, television, meetings, arguing, shopping, and so forth.
- Example:

What are the factors
and consequences of
poor management to
team members'
dissatisfaction?

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Factors of team members' dissatisfaction

- 1. Being treated unfairly
- 2. Low wage or low benefits
- 3. Too much unfair work load
- 4. Unpleasant working conditions
- 5. Long hours for long period of time
- 6. Monotony of duty
- 7. Ineffective supervision
- 8. Bad company policies for rewards and punishments
- 9.....
- 10.....

Consequences of dissatisfaction

- 1. Exit
 - - Changing the shift and time period
 - - Transferring to other team units
 - - Quitting the job

Consequences of Job dissatisfaction

- 2. Voice
 - - Forming an informal team with other team members who suffering the same issues
 - - Making an informal talk of their concerns to supervisor and team leader
 - - Filing formal complaint

Consequences of Job dissatisfaction

- 3. Silent

- - Keep quite, don't tell anyone
- - Waiting patiently that situation will be changed
- - Suffer in silence

Consequences of Job dissatisfaction

- 4. Neglect
 - - Reducing working effort, evade responsibility
 - - Increasing in absenteeism and lateness
 - - Paying less attention to quality of work

Assignment # 13 (10 points)

- 1. List the 10 factors of team members' dissatisfaction
- 2. What are four symptoms of wrong culture in the organization. In your opinion, suggest two of your own ideas of wrong culture in the modern organization.
- 3. List seven effective techniques of time management. Suggest three of your own techniques of time management.
- 4. From the seven ways to make your organization a high performance management, which is the most important way to change from old time to modern time during the crisis of Covid19 ? Why?