

# **Strategic Management**

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**Strategies for Dealing with others  
in the organization who have  
more power than you.**

Dancing with an  
elephant.

# How to deal with a big player?

- 1. Make yourself bigger.
- How?
- To build a coalition, team, collective of a group who share the same background, same problem, and same issue.

# How to deal with a big player?

- 2. Make the other party smaller.
- How?
- To divide the topic of conflict into different subtopics and engage in many small conflicts rather than one big conflict.

# How to deal with a big player?

- 3. Focus on win-win situation rather than one side win.
- Why?
- The big player has a tendency to win all. Therefore, the small player must focus on the strategy that both sides win.

# How to deal with a big player?

- 4. Do not let the big player control all the process of negotiation (time, location, and conditions).
- Why?
- If the big player controls the process of negotiation, it will control the direction of negotiation.

# How to deal with a big player?

- 5. Find good information and timely information.
- Why?
- Information is power and allow us to make correct decision. Therefore, seek out information that strengthens our position.

**Next topic:  
How to evaluate your strategies of  
dealing with people**

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# Two standards for evaluating strategies

- 1. choose a strategy that provide the highest return of investment.
- - the highest profit
- - the lowest cost
- - the least damage
- - the most time-saving,
- - the shortest of a process of negotiation.

# Two standards for evaluating strategies

- 2. Choose a strategy that uphold the law and regulations.
- The good strategy should not....
  - - not violate the local law
  - - not violate the religious and tradition norm
  - - not violate the basic corporate ethics.

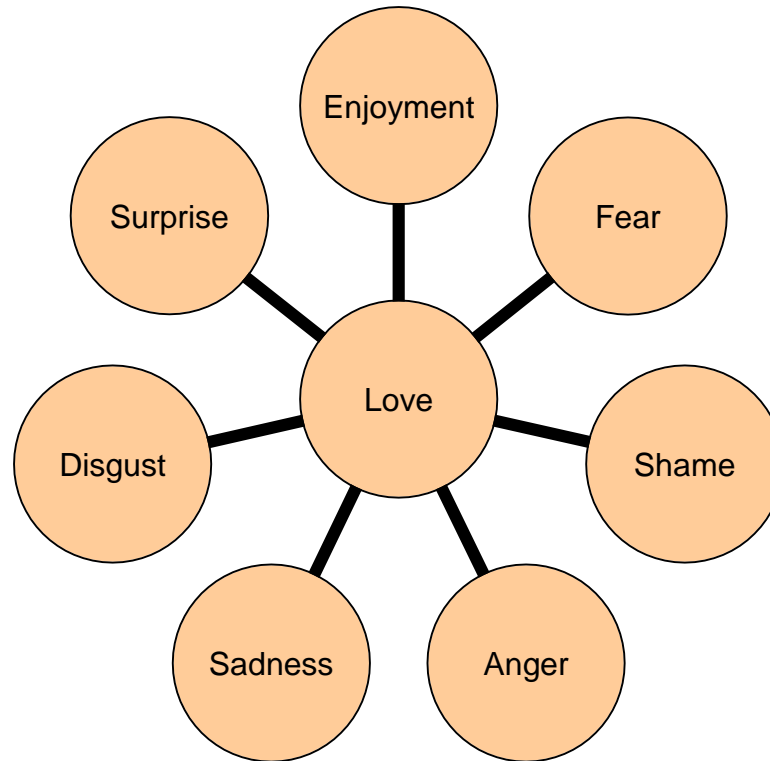
# Next topic: Emotions

Understanding emotions will help us deal with people in the organization better.

Why?

This is because emotions often affect the decision making. In other words, every decision we make, it is often affected by our moods.

# Eight Families of Emotion



# 1. Love

- Acceptance, respect, friendliness, trust, kindness, devotion, adoration, and infatuation.

## 2. Enjoyment

- Happy, joy, relief, contentment, delight, amusement, pleasure, thrill, rapture, gratification, satisfaction, and euphoria.

## 3. Fear

- Anxiety, apprehension (anxiety about future), nervousness, concern, consternation (shock and worry), wariness, edginess, dread, fright, terror, and panic.

## 4. Shame

- Guilt, embarrassment, chagrin (disappointment), remorse, humiliation, regret, mortification (extremely ashamed), and contrition (feeling very guilty and sorry).



## 5. Anger

- Fury, outrage, resentment, exasperation (continuing annoys), indignation (feeling of insulted and unfairly treated), annoyance, irritability, hostility, and violence.

## 6. Sadness

- Grief, sorrow, gloom, melancholy (something such as poem, secret, causes you to feel sad), self-pity, loneliness, dejection, despair, and depression.

# 7. Disgust

- Contempt (feeling that someone or something is not important or disrespect), disdain (lack of respect), scorn, abhorrence, aversion (a strong dislike), distaste, and revulsion (very strong dislike).

## 8. Surprise

- Shock, astonishment, amazement, and wonder.

# Strategies for Emotion management

- 1. Being aware of what you are feeling.
- 2. Being aware of what others are feeling.
- 3. Try to balance your emotions such as don't get too angry, or get too sad.
- 4. Be able to suppress your emotions when it is an appropriate time such as not angry in the meeting.

# Strategies for Emotion Management

- 5. Use emotions when appropriate such as use positive of love and enjoyment when faces with obstacle, setback, and crisis.
- 6. Be able to put yourself in someone's else shoes to understand their feeling.
- 7. Respond to emotion of others in positive and understanding ways.

# Assignment # 8

- 1. Draw a chart. List and explain the eight emotions.
- 2. List and explain the strategies of how to deal with big player. Suggest at least two of your own strategies to deal with big player.
- 3. What are 7 steps of strategies for emotion management? Explain.
- 4. What are two standard of evaluating strategy?