

# Citizen Advocacy Auckland Inc.

Transforming our community one match at a time

Patron: Peter Cartwright LLB, CNZM, QSO, CSt.J

## NEWSLETTER November 2017

### **CHAIRPERSON**

Hello everyone



Isn't it great to be experiencing some warmer weather. I know some lucky people have been able to escape to warmer places recently. I would like to thank everyone who attended the Negotiation workshop in August. Personally, I got a lot from this workshop, I thought Anna Quinn was an amazing facilitator and it was great to have a wider group joining us. We recently had our AGM and most Committee Members are continuing. We received with regret the resignation of Helen Peterson from the Committee. Helen has made a huge contribution to CA over her time as a member and we acknowledge in particular her work on the updating of our policies. We wish Helen all the very best for the future. Yvonne Riley re-joined the Committee and it is great to have her back. There are places on the Committee if you would like to support the work CA undertakes or if you know of someone who would make a good contribution.

Not long till our Christmas event, Jules has booked All Saints Church Ponsonby Road and it is guaranteed to be a great celebration and another chance to get together. Check out the details and remember to put it in your diary as life begins to get busy at this time.

Till next time,

Debbie Espiner  
Chairperson

### ***Invitation - Citizen Advocacy Auckland Christmas party – Advocates and Protégés***



**Sunday 3<sup>rd</sup> December 5.30pm**

Enjoy an evening of friendship and fun!

All Saints Church (hall), 284 Ponsonby Rd, corner of Cowan St, Three Lamps, Ponsonby.

Advocates please come with your protégé.

Please dress for a party.

RSVP: Jules. [ca.akld@ihug.co.nz](mailto:ca.akld@ihug.co.nz)

09 625 7994                      027 625 7994

[ca.akld@ihug.co.nz](mailto:ca.akld@ihug.co.nz)    [www.caauckland.org.nz](http://www.caauckland.org.nz)    FB Citizen Advocacy Auckland

***Please like us on Facebook and visit our website. Thanks!***



## COORDINATOR

Greetings to advocates

Thank you to those who came with your protégés to our pot luck dinner in July. It was a lovely relaxed and friendly evening and thank you all for bringing delicious food to eat.

Alison is in the news again. Alison features in this July 1<sup>st</sup> episode of The Nation – fast forward 27 minutes to view the segment:

<https://www.threenow.co.nz/shows/the-nation/season-8%3A-saturday-1-july-2017/63222/M15461-763>

Looking forward to seeing you and your protégés at the Christmas party on 3<sup>rd</sup> December!

Many thanks.

Jules

## NEGOTIATION FOR ADVOCATES



***Anna Quinn, a practitioner and lead trainer in mediation facilitated a workshop on negotiation for CA in August.***

Anna outlined some preliminary issues to consider and the importance of preparing for negotiation or any tricky conversation where we want a certain outcome. We all had an opportunity to complete the Negotiation Plan Preparation Tool that she provided, on our own pertinent issue. I answered the questions thinking about my son applying for a particular paid job, both from his perspective (and mine) and from that of the potential employer. I found it to be a very thorough approach and other participants reported how helpful it was for them.

For those who did not attend, here is a summary of what we learned.

Conceptual framework of conflict: There are three common approaches to negotiation: interests, rights and power. We need to be aware of which approach we are using, and why, as each approach has an impact on the relationship with the person and its longevity. In general, the power approach should be used as a last resort and with delicacy. The rights approach implies an expectation around legal rights and obligations of 'inclusion' and that all adaptation and accommodation is to be made by the other person. It would certainly not be an SRV approach. The more positive approach to be used wherever possible is **interests as the key focus.**

In any conflict we may move through these different approaches. Power and rights can be used initially as leverage to bring people to the table. But then you may choose to use interests rather than power and rights at the negotiation. Then shift from a positional approach – bargaining and demanding without consideration of motivations and underlying interests – to an interest based approach where we consider

possible motivations and underlying interests of the other person as well as ourselves This usually results in a better outcome for BOTH people.

It can help to be aware of where we sit on the conflict spectrum and our beliefs and feelings about conflict. Some people are fearful of conflict while it excites others.

Anna stressed the importance of preparation for negotiation.

### General Strategies:

Overall – Know the stakeholder (research), brainstorm quantity not quality, have a clear vision of where you are going

Communication – listen actively and reflect back using the language the other person has used; sow the seed so they think it is their idea; state your key points clearly and concisely; be aware of time

Roles of advocate – consider roles of protégé in meeting e.g. protégé to say heading and advocate to elaborate; spokesperson where appropriate; timekeeper, reminder of follow up; manage the power between advocate and protégé and the other people in the room.

Relationship building and managing – be aware of seating arrangements and try to avoid sitting directly opposite the other person; note that a lap top can be a barrier in a meeting.

Please do contact me if you are thinking about a difficult conversation you and your protégé need to have with someone, and would like support to fill out the tool.

### FILM

**Open invitation** to advocates to view this amazing documentary about normalisation and SRV. I can show it in the office or come to you and bring refreshments. Contact me!

