

PACDEFF 2011

Applying Negotiation Skills in Managing Disruptive Outbursts

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Interview with cabin crew - Occurrence:

Airline: Asian based low cost carrier

**Person interviewed: Dennis, Chief Purser
(most senior flight attendant)**

Route: Regional flight (under 4 hours)

**Situation: 4 pax traveling together,
drinking & rowdy**

A negotiation is...

**an interactive communication process
that may take place whenever we want
something from someone else or another
person wants something from us.**

– Prof. G. Richard Shell – Wharton Executive Negotiation Workshop

**Successful Crew are.....
'Expert Negotiators'**

5 Persuaders

LOGIC

- Get your logic/facts in first
- Do not dilute your argument with too much logic
- Adapt your communication style

EMOTION

- Use from sincerely held beliefs
- Emotion can counter logic
- Don't go over the top

POWER

- Don't be too quick to use threat. Hint at a threat.
- Use threat at professional level not personal level
- Do not make a threat you cannot carry out
- Add bargaining to threat by using "IF... THEN"

BARGAINING

- Don't expose your position (too quickly)
- Don't be too eager to move position
- Thank for any concession given (give low value items in exchange)

COMPROMISE

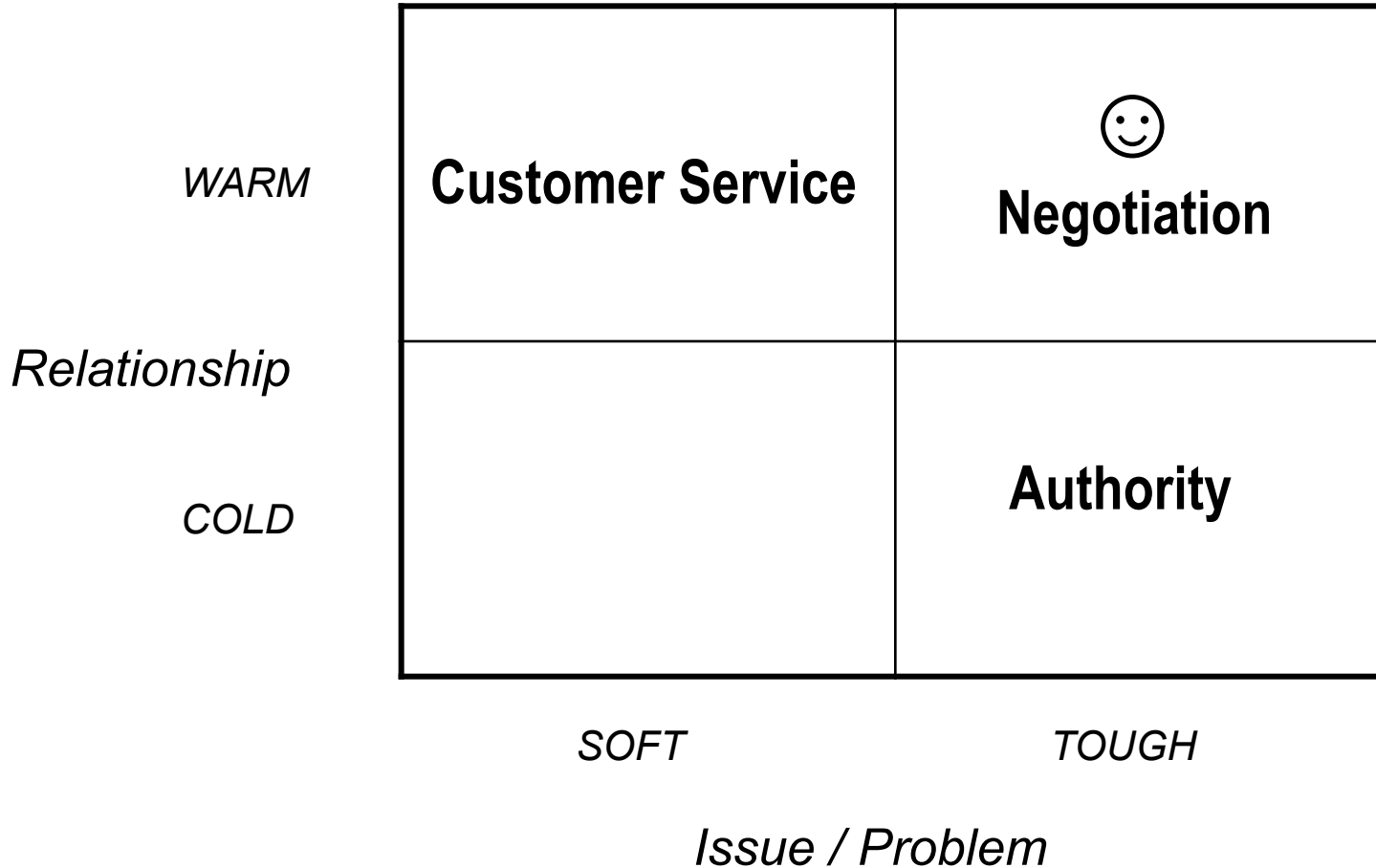
- Don't be too quick to compromise (last resort)
- Compromise favors the person who takes the more extreme position

X

(Not Negotiating)

- Avoid Negotiating

Warm & Tough...



If situation escalates then...

- *Warning (Verbal, Written)*
- *Physical Restraint*
- *Authorities etc.*

In conclusion...

- *Practice Threat Management & Crew Resource Management*
- *Apply crew cooperation & coordination*
- *Remember “Warm & Tough” when negotiating with disruptive passengers*

THE PACIFIC and AUSTRALASIAN CRM DEVELOPERS' & FACILITATORS' FORUM

Thank You...
Any Questions?

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