

Case Study

Pat is Volunteer and In-Kind Coordinator for a social service nonprofit with about 100 staff and 2000 volunteers. Pat has been in the volunteer engagement field over 10 years, has her CVA and plans to stay in this field for her entire career. One year into her job, after a very positive performance review, Pat begins to strategize about some volunteerism related changes she would like to see at her organization.

These are the items Pat would like to discuss with her supervisor and the organization's CEO:

1. Different job title- Volunteer & In-Kind Coordinator to Volunteer Engagement Manager.
2. Different level of interaction with Director's, other Managers, and Program staff
3. Salary Increase
4. Elimination of non-volunteer engagement duties.

PAT	ORGANIZATION
1. POSITION What Pat wants or needs:	1. What do you believe the other party wants or needs:
2. INTERESTS-Chunk up from Positions:	2. Chunk up their position to identify interests:
3. DEFINE PROBLEM STATEMENT Using the interests you defined in step 2 for a problem statement:	
4. PROPOSAL OPTIONS “Brainstorm” and evaluate your options. Test the validity of your options against the problem statement- will your options meet your interests and the interests of the other party? Select your best option.	
5. OBJECTIVE CRITERIA Standards that support your proposal that both parties can agree is fair. What data, study, evidence, can Pat bring in to support her negotiation? What data, study, evidence, might the organization have?	
6. BATNA What is your best alternative if you have to walk away from the table:	
7. What do you believe their best alternative is if they walk away from the table:	