



東風

Rotary
Club of
Hong Kong Island East
TUNG FENG



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LAST WEEK'S PROCEEDINGS - 10 September 2014



President Norman presented a birthday gift from the club. This year's birthday gift is an elegant wine bottle with the member's name engraved on it together with the club name. PE William continued with his birthday wish and did the cake-cutting after the birthday song was sang.

Acting SAA PE William announced the red box contribution. Members who came late rushed to hand the money to William to confirm the final contribution at HK\$1,600.

It has been a long time since PP Hubert last chaired the luncheon meeting for RC of HKIE, and when he rang the bell to kick off the meeting at 1:10PM he relayed how good it felt to be doing so and recalled lots of good memories from his presidency many years ago.

He began the meeting by enquiring as to who needed to be welcomed back, and PP Henry had just returned from a Beijing and TianJin trip last week. The chairman also enquired about any guests to welcome, and Pres. Norman voiced up to introduce two of his presidency classmates this year, who were Pres. Jacky Chu of Lan Kwai Fong and President Edward Chan of SoHo Hong Kong.

The chairman then invited this week's birthday boy who was none other than our PE William Wong whose actual birthday is on September 15th. PE William invited PP Uncle John to sing the sexy birthday song for him, and

PP Hubert then shared his recent experience of a happy negotiation in Shanghai. Members and guests were all intrigued and are looking forward to hearing the second part of the story. This story may lead to the beginning of another topic, although those who did not attend the meeting in person will not share the benefit of this. For the attendance today, we have all left with something, but it should remain as a secret.



PP Heman was then invited to the rostrum to introduce the speaker who was

Mr. William (Bill) Chan, who is the Managing Director at Scotwork East Asia. Bill brings with him 28 years of extensive business experience from the senior positions he has held in IT, Telecom, Banking and Finance fields both locally and internationally. After his presentation, PP Henry represented the club to thank the speaker in our usual manner.

The meeting adjourned at 2:05PM after the regular group photo had been taken.



THE ROTARY CLUB OF HONG KONG ISLAND EAST

香港東區扶輪社週報

Club 16340 District 3450 Chartered on 06 April, 1954 by Charter President

PDG (Uncle) John Yuen

OUT & ABOUT

New recruits!

The Rotaract clubs of Lingnan University and Hong Kong Community College both report successful recruitment campaigns during Orientation Week. Pres. Norman, PE William and DGN Eric visited the Hong Kong Community College campus during the orientation week to help the promotion of Rotaract service to the students. Hong Kong Community College has recruited over 180 new members during its orientation day on September 13th, while Lingnan University has recruited over 150 new members on the same day. Impressive additions to our family indeed!

Congratulations

We're delighted to report that three RAC Clubs achieved RI Presidential Citations. Six RAC advisers: Eric, William, Joseph, Sharon, Gilbert and Wincy all received outstanding RAC adviser team awards.

Spreading the Mid-Autumn goodwill

RACHKIE organised a festive service project when they visited an elderly home to share mooncakes, singing and games on the afternoon of Saturday September 7th

THE LAST LAUGH - 3 Irishmen in London!

Three drunk paddies entered a London taxi.

The driver knew that they were drunk so he started the engine and turned it off again.

He told them.... "We are there."

The 1st drunk gave him money.

The 2nd guy said "thank you."

The 3rd drunk gave the driver a slap.

The driver was shocked, thinking the 3rd drunk knew what he did. He asked "What's that for?"

The 3rd guy replied: "Don't drive so fast next time."



OFFICERS

President

Norman Lee

President Elect

William Wong

Secretary

Avis Kong

Treasurer

Jason Chiu

DIRECTORS

Club Administration

John Kwok

Fellowship

Kevin Leung

International Service

Stacy Ho

Membership

Andy Wong

Public Image

Nancy Yee

Service Projects

Heman Lam

CHAIRS

Rotary Foundation

David Li

Service Project

William Wong

Membership

Eddy Wong

Youth Service

Sharon Lamport

Fellowship

Teresa Ho

IT

Laurence Chan

Vocational

Charles Man

PPE

Raymond Chu

Sergeant-at-Arms

John Kwok

PP Council Rep.

Andrew Chen

Ex-officio

Jonathan Lamport

Club Advisors

Peter Hall

Y. K. Cheng

Henry Chan

Hubert Chan

Eric Chin

Club postal address	: P.O.Box 47064, Morrison Hill Post Office, Hong Kong
Meeting Venue	: Regal HK Hotel, Causeway Bay, Hong Kong
Meeting Schedules	: Every Wed. 1st week at 7:30 pm. Other weeks at 12:30 pm
Website	: http://hkie.rotary3450.org/
Facebook	: https://www.facebook.com/RotaryClubHKIslandEast

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- 3) Buy time to think. In the traffic of a hard and aggressive negotiation it can be incredibly difficult to maintain calm and control. You need to create time to think rationally and decide whether you can negotiate, where your flexibility can be, and importantly what you can trade in return. If you are negotiating in a team use the other players in the team to buy time by asking them to summarise the position the negotiation has reached. Plan to take breaks in large and difficult negotiations to consider your strategy and clarify objectives. Time out can help you focus on what you want and need and take some heat out of difficult negotiations.

- 4) Do not, and I mean DO NOT, just give in. Giving in is the worst thing you can do, because guess what will happen next time? Sometimes the pressure will be on you and you will be made to feel responsible for delaying or deadlocking a deal, so the temptation is to just say "yes". But wake up the next morning and you'll discover no. You then have to live with a deal that you should never have agreed to, and the next negotiation will be more of the same. So buy time. Take a break, meet and discuss strategy for dealing with this behavior with your colleagues. But don't surrender.

Negotiations are a part of our everyday life, we all negotiate pretty much all of the time. Coming across a difficult and aggressive negotiator is not that unusual, they are everywhere. Such people believe negotiation is about conflict and often use war terminology. Remember Sun Tzu in *The Art of War*; 'the supreme art of war is to defeat the enemy without fighting'. Engage your higher level thinking systems and stay in control, keep asking questions and explore ways of coming up with solutions that you can both live with. Losing your control will make you appear unprofessional, giving in will be seen as weak.

Master the three Cs; control, creativity and cool – they will see you through.



ANNOUNCEMENTS

- On Sept. 6th, our director Kevin and PE William attended the district Life Master project seminar. Our PP Andy is the committee chair in this district project.
- The board will have our 3rd board meeting this evening in Chiu Chow Garden Restaurant in the Infinitus Plaza, Sheung Wan.
- RACHKIE will organise a wine tasting event in late September and will invite mother club members to join this (we're sure there will be no shortage of thirsty volunteers) . They are also forming their board and expect to complete by the end of September, with an installation to be held in October.
- Rotary District 3450 presents 'Celebrating the UN International Day of Peace' on Sunday afternoon, 21 September 2014 (9.21) at the Asia Society HK Center in collaboration with UNESCO Hong Kong as our service partner.
- New Members' Orientation Night: Date: Tuesday, Sep 30, 2014 Time: 18:30 – 21:30 Venue: Room 8-9, Craigengower Cricket Club, 188 Wong Lai Chung Road, HK Cost: HK\$300



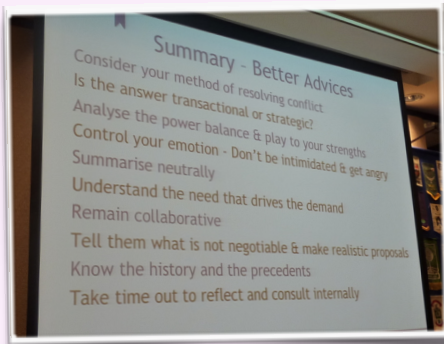
SPOTLIGHT ON: Bill Chan - On dealing with tough negotiators



With his roots firmly in Hong Kong, Bill Chan has resided in countries such as Canada, Japan, Taiwan and South Korea, where he held senior positions in sales, procurement and project management. Bill

has a strong track record in business and partnership development, international marketing and team building in diverse business cultures. He is also highly experienced in building the business network through superb communications at all levels. He leverages on his broad international business skills to deliver negotiating skills courses to major multinational companies across different business sectors, with participants from Europe, North America and Asia Pacific. He holds university degrees in Electronic Engineering, Computer Science (IT) and MBA.

His presentation focused on the challenges of dealing



with tough negotiators as follows:

One of the questions we often get asked is "How do I negotiate when the other side is aggressive, rude or just nasty?" We have 4 key tips that will help when the going gets tough.

First things first -Do not get sucked in. The basic ruling emotions of love, hate, fear, lust, and contentment originate in the most basic part of our brain. We humans have three layers of brain, the brain stem, limbic and neuro cortex. Over millions of years of evolution, the core brain stem, often referred to as the reptilian brain has been superseded, and layers of more sophisticated reasoning have been added upon this foundation to make us smarter than the rest of the animal kingdom.

The trouble is that when we are threatened, frightened, lied to, insulted, cheated or treated badly, all of this sophistication peels away and the reptilian (or reactionary) brain kicks in.

Once this has happened we lose control of our emotions and sense of perspective, we dig in, fight back, raising the temperature even further, and the negotiation spirals out of control. Or even worse we retreat into our shells and run from the problem, simply giving in. If we give in

we reward the bad aggressive behaviour, and by doing so we teach the other side that treating us badly gets results. If it works they will keep doing it. In fact many aggressive and unpleasant negotiators got that way by winning concessions after whipping the other side into submission, by (in corporate speak) 'taking all the skin in the game'. So stay in control.

So how do we manage the situation when put under reptilian pressure?

- 1) Recognise the behaviour. The first question to ask yourself is; 'is it a ploy or is it natural behavior?' The answer to this may also depend on whether you are negotiating in a 'contract' or 'relationship' situation. If the other side is trying to rile you so you feel uncomfortable and may give in more readily, understand what they are doing. If you react to provocation it is likely to encourage more of the same from your adversary. Stay calm, engage your higher brain systems. Let them go through their rant. Stay quiet and do not engage. Once they have finished, summarise their key concerns to show you have been listening and making notes, maybe ask them to go through their concerns again. Be professional. It is very difficult for someone to maintain an aggressive stance for long, particularly if you are being calm in response. Resist the temptation to score points. Fighting back will not in our experience advance your immediate interests and may damage the long term relationship. Moreover if you are dealing with people who use this tactic they may be used to using it and be good at it. Better to reframe the negotiation on terms you find more amenable.
- 2) If you do need to make a movement make sure it is conditional on them moving too. Negotiation is a trading process. Of course you will have to make concessions if you are negotiating, but make sure that any movement you make is only achieved if they do something for you too. And get the language right. Put any conditions that you have on making movement clear, specific and up front before making any offers. It is important to make sure that your conditions and offers are realistic. Unrealistic, barking-mad proposals that work for you and not them will cause even greater aggressive behaviour. Emphasise that the concession offered is because of the logic or content of their argument, not the tone or manner of its' delivery. This will help highlight the fact that you have observed, assessed and not been influenced by the adversarial manner.

