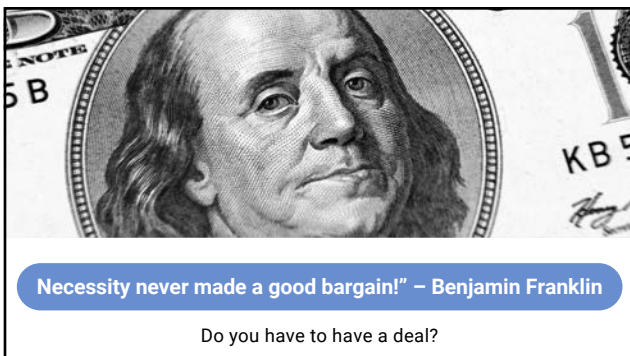




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3



What is Your Negotiation Style?

- Accommodating (Lose-Win)
- Avoiding (Lose-Lose)
- Collaborative (Win-Win)
- Competitive (Win-Lose)
- Compromising (Split the Difference)


4



Stages of Negotiation


1. Preparation
 1. Facts; Needs; Desires; Relationship with other parties
2. The Exchange of Information
 1. The explanation of the positions of the parties.
 2. The wants and needs of the other party.
3. Bargaining
 1. The back and forth of sharing needs/wants.
 2. Countering the other parties.
4. Reaching Agreement

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Sometimes, a different voice matters

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A Different Voice... Who Has Relationship?

1. Sales Staff
2. CFO, Credit, VP, etc.
3. A team approach
4. Explain why we are reaching out to the customer for payment, etc.

7



Harvey Mackay's Tools for Negotiation

1. "Never negotiate with yourself... Get a counteroffer."
2. "Never cut a deal with someone who has to "go back and get the boss' approval."
3. "If you can't say yes, it's no. Just because a deal can be done, doesn't mean it should be done."

Photo by Gag

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Does Your Negotiation Style Change with Who You are Negotiating With?

- Your employer?
- Your customer?
- Your spouse?
- Your children?
- Your parent?
- Your friend?


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Ideas To Consider for Negotiations

1. Prepare...
 1. But How?
2. Know the facts and issues the best you can.
3. Be prepared to listen.
 1. Often what we hear in negotiation is far different that what has been said before...
 2. The more you know about the issues/people, the better your position will be for negotiating.

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Getting To Yes: Negotiating Agreements Without Giving In (Roger Fisher, William Ury and Bruce Patton)

1. Separate the people from the problem.
2. Focus on interests and not the positions.
3. Learn to manage emotions.
4. Understand the other persons perspective.
5. Avoid the cycle of action and reaction.


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Never Split the Difference by Chris Voss

1. Build Trust through mirroring. (Use the last 3 words...)
2. Use the right tone of voice.
3. Label the emotions of the other person. (It seems like... It sounds like... It looks like...)
4. Go slowly.
5. Do not accept demands.
6. Do not compromise.
7. Use calculated open ended questions. (who, what, when, where, why and how)


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Never Split the Difference by Chris Voss

7. Use calculated open ended questions. (who, what, when, where, why and how)
 - a. What about this is important to you?
 - b. How would you like me to proceed?
 - c. What is it that brought us to this situation?
 - d. How can we solve this problem?
 - e. How am I supposed to do that?


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A Few More Tips

1. Look for alternatives.
2. Think long term solutions.
3. Keep working for a solution as long as people are at the table.
4. Don't fear walking away without a deal.

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Questions?

If you have any questions or comments, please let us know.

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