

Negotiation Skills

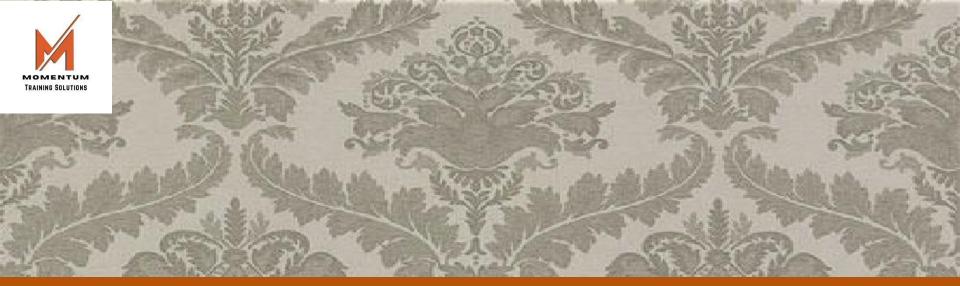


Objectives

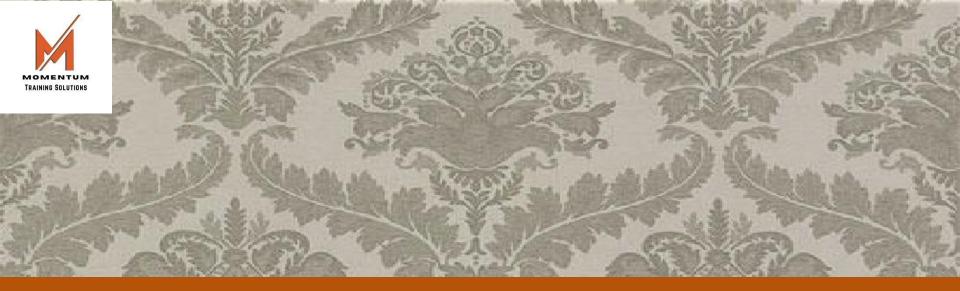
- Upon completion of the program, participants will be able to:-
 - Negotiate more effectively by:
 - Using negotiation techniques
 - Improving persuasive skills

Team Think

 What are situations in which you find it challenging to negotiate?



Activity: Buyer - Seller



Preparation



Before Reaching the Negotiating Table

Warn " for the

• Goals:

- What do you want to get out of the negotiation?
- What do you think the other person wants?

Trades:

- What do you and the other person have that you can trade?
- What do you each have that the other wants?
- What are you each comfortable giving away?
- Expected outcomes:
 - What outcome will people be expecting from this negotiation?
 - What has the outcome been in the past

Expected Outcomes

Test

War " to the

- Your opening position
 - the_____outcome you would like

- Your target position
 - the _____outcome you would settle for

- Your fallback position
 - the _____outcome (Your last option)

The Skills of Negotiation

Learn to "read" the other party's needs.
Understand 'WITT?' – What's Important to Them?

The Skills of Negotiation

- 3. Know your 'Negotiables' and 'Nonnegotiables':
 - Know your bottom-line and stick to it.
 - Explore the possibilities of a wide range of options that are negotiable.
 - Be solution-focused

Negotiation Tactics - Skits

- Competitive Comparison
- Slow Negotiation
- Double Team

Closing Techniques

- The Indirect Approach:
 - By assuming that the agreement has already been reached, asking a question based on its implementation
 - (e.g.) When do you think we can start with the first batch?

Contact Information

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