



Negotiation



Everyone Negotiates

- Buying a car, house or other object for which the price may not be fixed
- Establishing a salary, workplace tasks, office conditions, etc.
- Organizing team tasks or priorities
- Allocating household tasks
- Deciding how to spend a free evening

Source: Roger Fisher & William Ury. 1991. Getting to Yes. 2nd ed. New York: Penguin.



Scenario 1: Buyer - Seller



Before Reaching the Negotiating Table

- **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, and
- What precedents have been set?



Before Reaching the Negotiating Table

- **Possible solutions:**
 - Based on all of the considerations, what possible compromises might there be?
- **Alternatives:**
 - If you don't reach an agreement with the other person, what alternatives do you have?
 - Are these good or bad?
 - How much does it matter if you do not reach agreement?
 - Does failure to reach an agreement cut you out of future opportunities? And
 - What alternatives might the other person have?



Before Reaching the Negotiating Table

- **The Consequences:**
 - What are the consequences for you of winning or losing this negotiation?
 - What are the consequences for the other person?
- **Relationships:**
 - What is the history of the relationship?
 - Could or should this history impact the negotiation?
 - Will there be any hidden issues that may influence the negotiation? And how will you handle these?
- **Power:**
 - Who has what power in the relationship?
 - Who controls resources?
 - Who stands to lose the most if agreement isn't reached?

Team Think

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



The Skills of Negotiation

1. Learn to “read” the other party’s needs.
2. Look for ‘win-win’ solutions.
3. Know your ‘negotiables’ and ‘non-negotiables’.
4. Be flexible and sincere.
5. Build Trust.



Handling Emotions

Tips:

- Don't lose your cool
- Try to defuse with acknowledgement, empathy, patience, impartiality
- Consider dealing with less emotional issues first
- Know your own "Hot Buttons"
- Practice



Contact Information

MMM TRAINING SOLUTIONS

Landline: +91-44-42317735

Cell: +91 9677044366

Cell: +91 9677040908

Email: administration@mmmts.com

Website: www.mmmts.com

Pramila Mathew
CEO and Executive
Coach

Vikas V.
Vice-President
Training