

WHAT IS NEGOTIATION?
We All Negotiate Something Every Day1
NEGOTIATION: CORE LEADERSHIP SKILL
Leaders Encounter Many Situations That Require Effective Negotiation Skills1
TACTIC 1: KNOW WHAT 'YOU' - 'THEY' WANT
Invest Time to Understand Issues, Priorities, Set Goals, B.A.T.N.A. & Z.O.P.A
TACTIC 2: IDENTIFY OTHERS NEGOTIATION STYLE
Understand Others Negotiation Style to Prepare for Meetings5
TACTIC 3: LONG-TERM PERSPECTIVE
Invest Time to Establish and Maintain Long-Term Relationships
TACTIC 4: DEVELOPING & MAINTAINING CREDIBILITY, TRUST
Credibility and Trust are Cornerstone of Successful Negotiations11
TACTIC 5: COMPETE or COLLABORATE?
Combining Both Styles Maintains Fairness, Decency and Respect
TACTIC 6: EMOTIONAL INTIMIDATION
Maintain Composure and Not Participate in Confrontations
TACTIC 7: RIGHT PEOPLE
Ensure Decision-makers are Present



Negotiating



TACTIC 8: RELATIONSHIP BUILDING TIPS
Building Rapport, Trust, Credibility
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TACTIC 10: THEIR SIDE OF THE TABLE
Identify the Other Person's Pressures, Concerns
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- Your Personal Style