

## **Negotiation Skills**

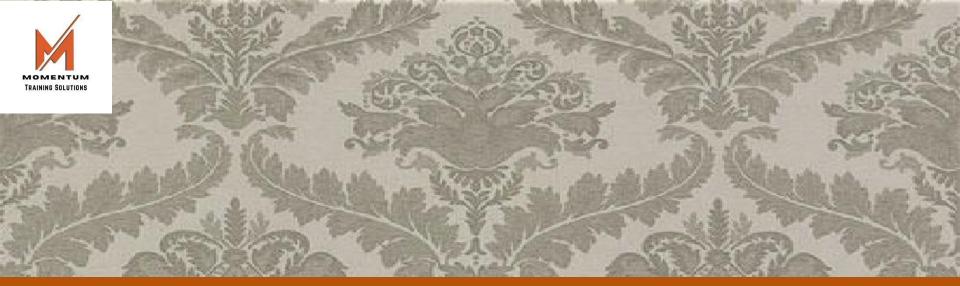


#### Objectives

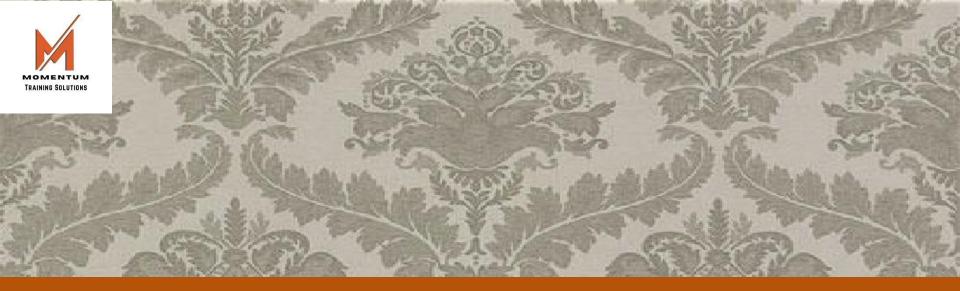
- Upon completion of the program, participants will be able to:-
  - Negotiate more effectively by:
    - Using negotiation techniques
    - Improving persuasive skills

#### Team Think

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



## Activity: Buyer - Seller



## Preparation



#### Before Reaching the Negotiating Table

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#### • 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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