

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

- **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

- 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

1. Learn to “read” the other party’s needs.
2. Understand ‘WITT?’ – What’s Important to Them?

The Skills of Negotiation

3. Know your 'Negotiables' and 'Non-negotiables':

- 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?

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