The Art of Successful Negotiation

Sue Workman
Jack Suess
Why is Negotiation Important?

Let’s discuss for a minute about some aspects of work that use negotiation skills:

- Vendor pricing, deliverables, and terms.
- Projects – for whom, by when, with what?
- People – personal and professional development for building teams.
- Partners – work/life balance and family.
I am attending this webinar because I want to learn how to negotiate the following: (check all that apply)

- Contracts with vendors.
- Negotiate job benefits with employer or boss.
- Negotiate with colleagues on project details.
- Negotiate career and life decisions with my partner.
Examples From Life

• What is an example of something you negotiated that you are really proud of?

• What is an example of a negotiation you dread?
Poll: Are you an “E” or “I”

How would you describe yourself (check only one):

• I am an introvert.
• I am generally an introvert but open up once I know someone.
• I enjoy meeting new people.
• I am the life of the party!
Extrovert vs. Introvert

• What difference does this make?

• Is being an introvert a drawback?
Poll: Emotional Intelligence

Select the choice that best describes your knowledge of emotional intelligence:

• I have not heard of this term.
• I have heard the term but don’t know exactly what it refers to too.
• I have read articles or books on this term.
• I have taken a test to see how well I do.
Emotional Intelligence

• One definition for Emotional Intelligence:

The capability for recognizing our own feelings and the feelings of others, for motivating ourselves and others, and for managing emotions well in ourselves and in our relationships.
The Four Aspects of Emotional Intelligence

1. Perceiving emotions: understanding nonverbal signals such as body language.
2. Reasoning: Using emotions to promote thinking and cognitive activity.
3. Understanding emotions: using perception and reasoning to provide context and meaning.
4. Managing emotions: regulating and responding to the emotions of others.
Poll: What is your style for negotiation?

Select one of the choices below:

- I go for as much as I can get.
- I prefer not to negotiate and leave this to procurement.
- I try to minimize the time spent negotiating and generally trust those I negotiate with.
- I have a price in mind and stick to that.
- I strive to get a good deal for both parties.
- None of the above.
The Power of Nice: How to Negotiate So Everyone Wins – Especially You!

Available on Amazon or Kindle.
The Secret Formula

1. Prepare, probe, and propose.

2. Why, *Win-Win* beats *Win-Lose*!

3. Walking away is better than negotiating a bad deal.
Prepare, Probe, and Propose

• Prepare – The most crucial phase, this is the one aspect of negotiation YOU control.

• Probe – Negotiations usually aren’t confrontational – take time to talk and listen to your counterpoint before you propose something.

• Propose – the act of negotiation, the back-and-forth between the parties.
Preparation Phase

• How do you go about preparing for a negotiation?
  – Google, friends, enemies, vendors?

• Emotional intelligence skills
  – Empathy, self-awareness, listening.

• Saying yes or no!
  – Do you have authority to make the final decision?
  – What will be your minimum acceptable offer?
Probing Phase

• Connecting with the other party as a person.
• Sharing personal stories
• Emotional intelligence skills
  – Listening, relationships, non-verbal and verbal cues.
• Examples
  – People, projects, partners.
Why *Win-Win* vs *Win-Lose*

- You win – I lose
- I win – you lose
- We both lose
- We both win!

In chess, sometimes a draw is the best strategy. Know when to walk away!
Making a Proposal

- Strategies around who makes the first offer
  - Challenges making and taking it!
- Establishing the right setting and location.
- Broadening the offer to build in more room for negotiation.
- Getting to win-win!
- Emotional intelligence skills – regulate your emotions, listening, demeanor, self-awareness, and empathy.
Challenging Negotiations

- Asymmetrical – when one party has all the information and power.
- Personnel - Saying no to people you like.
- Partners – balancing careers with partners.
- Negotiating for yourself.
- Negotiating with people you don’t trust.
Check all statements that apply:

• I never realized all those things I did were negotiations.
• I feel more comfortable about how to prepare for negotiations now.
• It sounds easy, but I’m still not sure I’m comfortable negotiating.
• I’m going to march into my boss’s office and negotiate a raise right after this seminar.
• I’m interested in learning more about emotional intelligence and getting a better understanding of that.
Questions