

# Negotiation Tips & Tricks



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***Plant Nutrition***



# The Major Sources of Power

Skill

Knowledge

Legitimacy

Time &  
Effort

Competition

Risk

# Exercise #1

# The Major Sources of Power

Remember: People have a hard time NOT answering questions

Skill

Knowledge

Legitimacy

Time &  
Effort

Competition

Risk

# Exercise #2

## Aspiration Levels

**People who expected less got less;**

**People who expected more got more.**

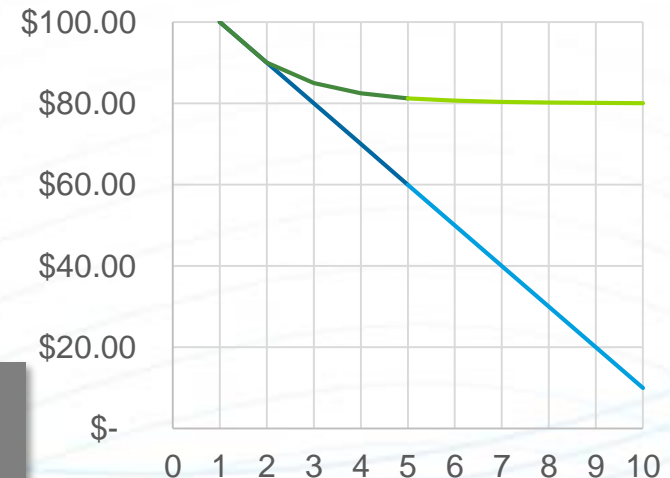
But aspirations can be changed!

# Strategy of Concession Making

- **Leave room to negotiate**
  - But don't be ridiculous
  - Have a good reason for where you start
- **Be stingy with concessions**
  - Stretch them out over time
  - Make them in small increments
- **Watch the rate**
- **Don't concede first on major issues**
- **Don't concede "tit for tat"**
- **Watch out at the deadline**
- **Say "no" one more time**

- Giving a considered response is more satisfying to the other party than immediately agreeing to their terms
- Make the negotiation a two-way street by tying a string to concessions

Constant	Decreasing
\$100	\$100
\$90	\$90
\$80	\$85
\$70	\$82.50





# Exercise #3

## Tactics

Flinch

Bogey

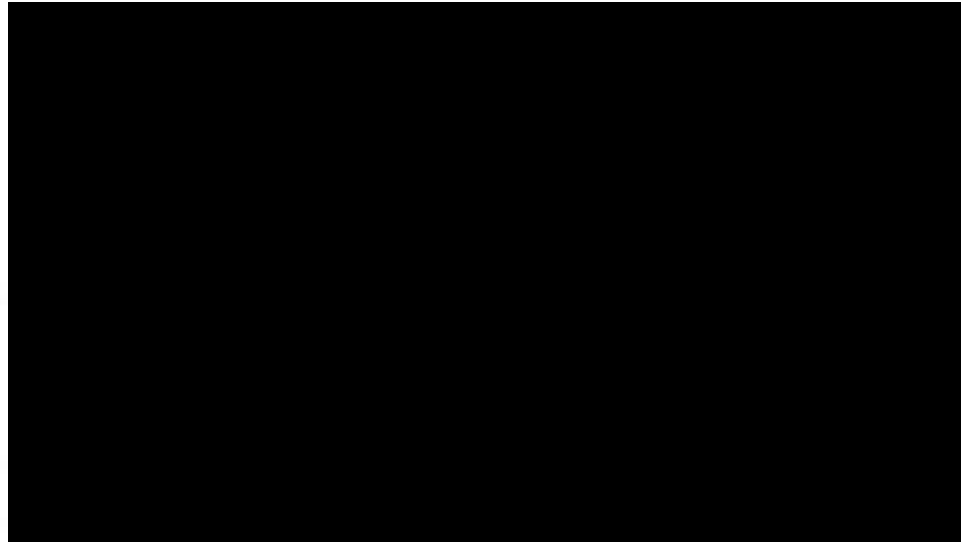
Krunch

Garbage on  
the Lawn

Nibble

Take It Or  
Leave It

# When Take It or Leave It Is Appropriate



# Deadlock

50% of e-mail negotiations  
38% of phone negotiations  
19% of face-to-face negotiations

## Causes

- Ego
- Personalities
- Too many negotiators
- Expectations
- Transactional issues
- Outside influence

## How to Break a Deadlock

- Find common ground on a personal level
- Offer new information
- Change the negotiator
- Change the level of the negotiator
- Go off the record
- Explore “both win” possibilities in the Cooperative Mode

## Resources

- **Karrass Effective Negotiating Seminar**
- **“Give & Take” by Karrass**
- **“In Business As in Life, You Don’t Get What You Deserve, You Get What You Negotiate” by Karrass**