MASTERING NEGOTIATIONS STRATEGIES FOR SUCCESS

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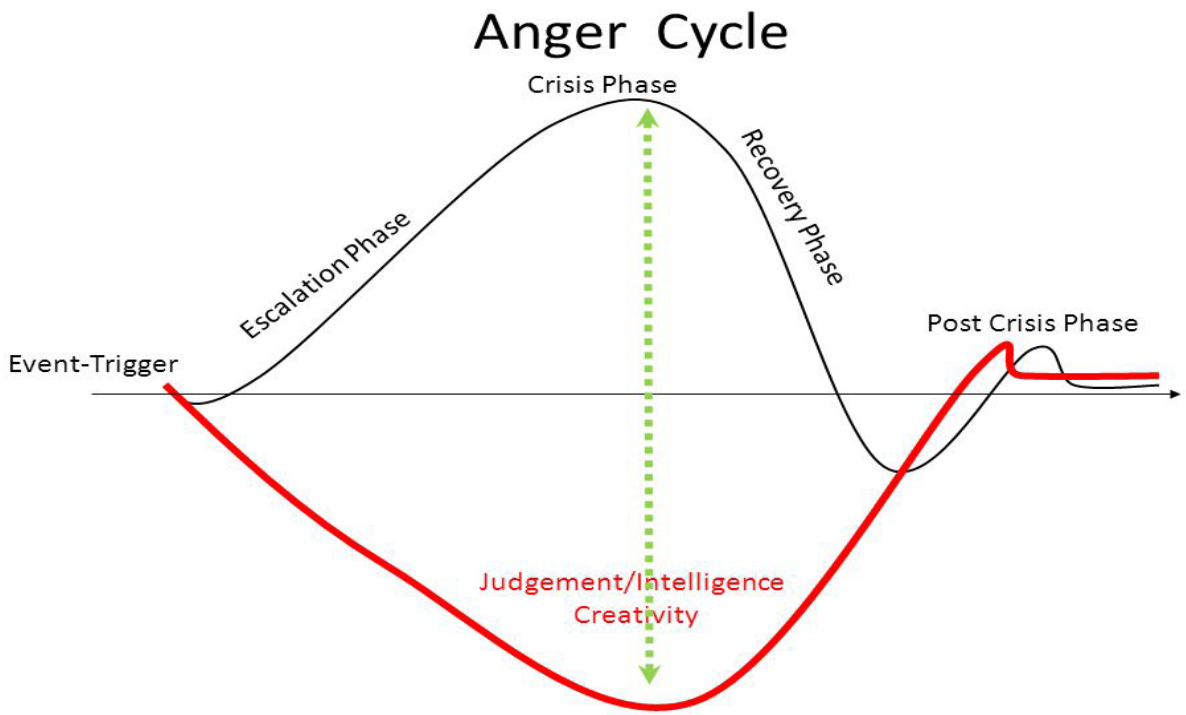
CONGRÈS DE MONTRÉAL SUR LE BOIS

MONTRÉAL WOOD CONVENTION

GET AS MANY POINTS FOR YOURSELF AS POSSIBLE

wikiHow

e Aggressive



They Have More Power

Preparation

"Every battle is won and lost before it is fought."

Sun Tzu, The Art of War

"Failing to prepare is preparing to fail."

John Wooden

What Do You Want to Talk About First

- Think about how you want to guide the discussion:

1) What do you want to start with?

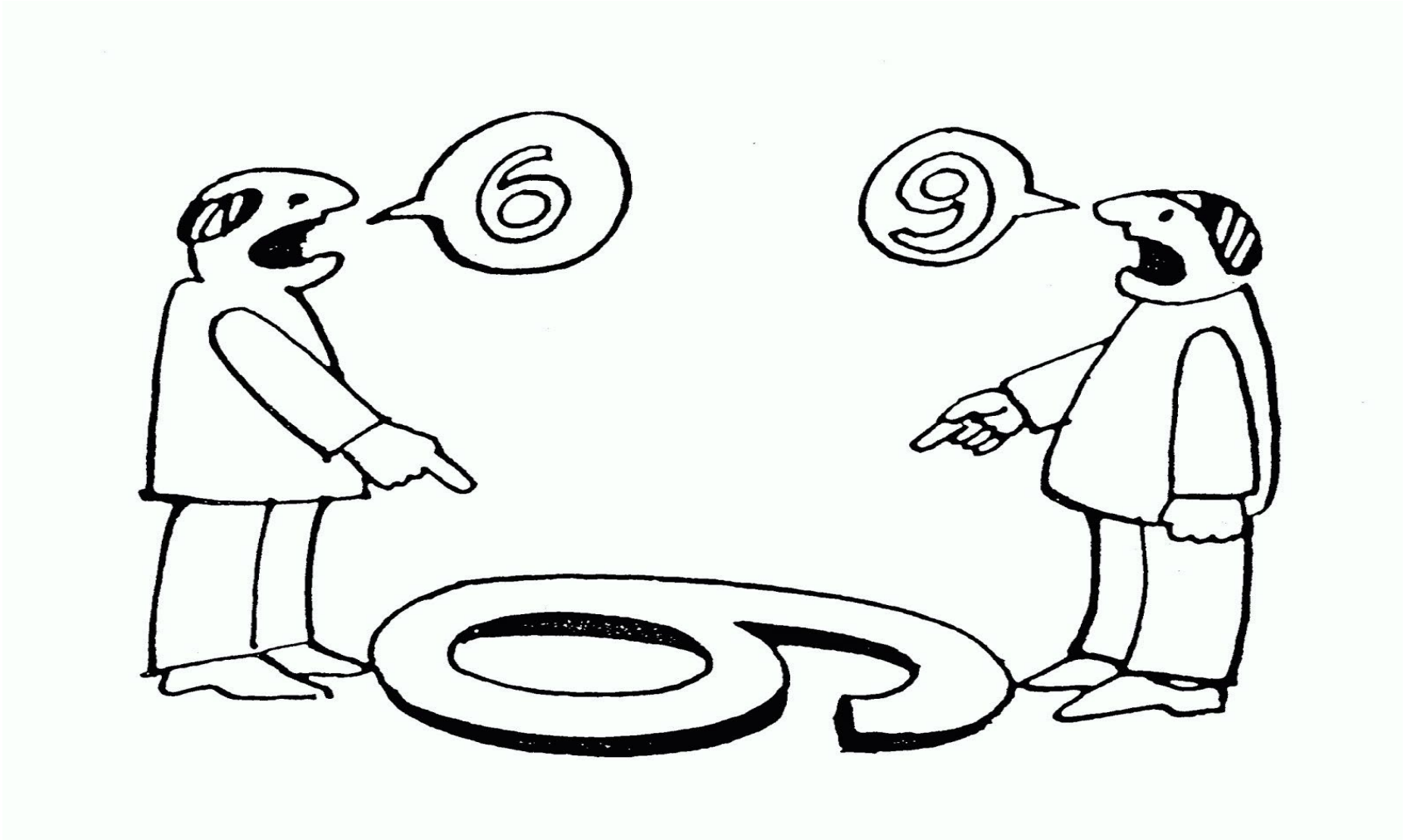
2) What if they start with something you do not want to start with?

a) How do you answer the question you don't want to answer?

b) How do you get the conversation to where you want it?

c) What did their opening gambit mean?

Identity (Us) versus Characterization (Them)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The Best Questions

- Simple – deal with one issue
- Open ended – e.g. ”Help me understand”; “What does that mean”; “How does that work”
- Careful with “Why” questions
- What is wrong with my idea
- Mirroring

Effective Negotiators

1. Listen: 63% of the time
2. Questions: Ask 2.5 times as many
3. Test and summarize: Two times more
4. Defend/attack cycles: One-third as likely to engage

Post-Settlement-Settlement

And One Final Thought…

"Our conflict resolution seminar ended early today"