

# FLEXIBLE NEGOTIATIONS MODEL

STAGES	OUTCOMES
<p><b>PREPARATION</b></p> <ul style="list-style-type: none"> <li>• KNOW YOUR PURPOSE: WHAT DO YOU REALLY WANT?</li> <li>• GATHER DATA;</li> <li>• IDENTIFY YOUR “BATNA(S)”</li> <li>• TAKE IN A PACKAGE AND SEVERAL OPTIONS</li> <li>• HAVE A CONCESSION STRATEGY</li> </ul>	<p><b>PREPARATION</b></p> <ul style="list-style-type: none"> <li>• THINK ABOUT DIFFERENT INTERESTS</li> <li>• HAVE FACTS TO CONFIRM YOUR VIEWS</li> <li>• KNOW YOUR “BATNA(S)” (ALTERNATIVES) AND THEIRS, IF POSSIBLE</li> <li>• KNOW WHAT IS MOST IMPORTANT - FOR THEM AND FOR YOU</li> </ul>
<p><b>IN THE BEGINNING...</b></p> <ul style="list-style-type: none"> <li>• CHECK PERCEPTIONS</li> <li>• BUILD RAPPORT</li> <li>• AGREE ON GROUND RULES</li> <li>• IF YOU HAVE INFORMATION, MAKE THE FIRST OFFER</li> </ul>	<p><b>IN THE BEGINNING...</b></p> <ul style="list-style-type: none"> <li>• BE AWARE OF THE INTANGIBLES</li> <li>• USE SELF-DISCLOSURE AND SILENCE</li> <li>• HAVE OBJECTIVE STANDARDS</li> <li>• INFLUENCE THE RANGE OF AGREEMENT WITH AN ANCHOR = NUMBER(S)</li> </ul>
<p><b>PROBLEM SOLVING</b></p> <ul style="list-style-type: none"> <li>• ASK QUESTIONS AND LISTEN</li> <li>• THINK CREATIVELY</li> <li>• DON'T PERSONALIZE</li> <li>• BE FLEXIBLE</li> </ul>	<p><b>PROBLEM SOLVING</b></p> <ul style="list-style-type: none"> <li>• DISCOVER THEIR REAL ISSUES</li> <li>• ASK FOR THEIR IDEAS AND ADD TO THOSE TO BUILD A “GOLDEN BRIDGE”</li> <li>• STAY OBJECTIVE ABOUT EMOTIONS</li> <li>• GET SOMETHING FOR ANY CONCESSION</li> </ul>
<p><b>WRAPPING UP</b></p> <ul style="list-style-type: none"> <li>• EVALUATE OPTIONS, GIVING THEM A CHOICE</li> <li>• IF THERE IS NO AGREEMENT, RESCHEDULE THE MEETING</li> <li>• SUMMARIZE AGREEMENTS</li> <li>• ACKNOWLEDGE THEIR IDEAS</li> </ul>	<p><b>WRAPPING UP</b></p> <ul style="list-style-type: none"> <li>• INCLUDE YOUR 3-4 MOST IMPORTANT PACKAGE ITEMS</li> <li>• IF NEEDED, USE RECESSES AND THE “TEN ACT PLAY” – BE PERSISTENT and POSITIVE</li> <li>• OFFER TO DRAFT THE AGREEMENTS</li> <li>• KEEP THE RELATIONSHIP</li> </ul>