

Boosting Your...

# NegotiationSkills

Negotiate Your Way to Success



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# Introduction

You negotiate every day of your life. If you're not negotiating, you're likely not living the satisfying life you could be living. If you lack crucial negotiation skills, you may be letting others have the upper hand and letting your life go by without a say in what happens or how it happens.

There doesn't need to be a situation that involves lots of money, a property or a big event for you to use negotiating skills. If you interact with your spouse, the bank, your kids, car repair staff or anyone at all, you can fare better if you know how to negotiate successfully.

**Negotiation Skills** will teach you how to successfully communicate to gain the cooperation of others. Negotiation is nothing more than communicating and communication is necessary with everyone you encounter – from your spouse and kids in the morning to your boss and coworkers during the day.

This guide will teach you the basic skills you need for to navigate in the sometimes murky waters of communication. By the time you finish reading this guide, you'll better understand and be able to apply the skills you learn and to become a more confident and successful negotiator.

One of the most frustrating negotiations that people have to engage in is when purchasing a new or used car. Armed with the skills you learn in this guide, you'll think of that negotiation process as simply a game and be better able to walk out the door and not look back if it's a bad deal.

If negotiation is part of your job and you engage in it on an almost daily basis, this guide can show you some secrets and tips of closing the deal. If you've lost a deal in the past after a long time of back and forth negotiating, you'll want to know how non-verbal clues and body language knowledge can help your career by honing those skills.

There are so many ways this guide can help you – whether you're considering applying for a new job, motivating students if you're a teacher or simply facing an everyday life of negotiating with people you may come in contact with. If you've never thought of negotiating as something you need to learn, think again.

Traps and scams are everywhere these days, and it takes knowledge of the power of negotiation to recognize them when they come your way. Get ready to be amazed at the ways you can use negotiation skills in your life.

## **Part 1: Understanding the Negotiation Process**

Before you begin the negotiation process with another person, you'll need to know what's involved. This is where research skills come into play. Research helps you prepare for the negotiation process before applying the skills you learned.

You negotiate every day – in fact every time you ask someone a question that involves a yes or no answer. From asking your kids to take out the trash to asking your boss for a raise, negotiation skills play a major role in the outcome.

There are several stages involved in the negotiation process – preparation, determine what you want to set goals and limits, making your communication clear, listening actively and closing the deal. Each stage in the negotiation encounter is important and this guide will help break down each one for you.

You'll learn the rationale of each stage and the best way to accomplish your goals and how to play out the negotiating session so that you're in control at all times. At the end, you'll learn how to finally close the deal and how to know when to stop negotiating. Many a big deal has been lost because the person didn't know when the deal was done.

### **The Importance of Preparation**

No matter what you attempt to accomplish in life, there's no substitute for preparation. Preparing beforehand gives you power and the confidence you need to follow through with the negotiating and end up the winner.

Whether you're negotiating with a car dealer or your children, you need to know everything you can beforehand to get the best deal. For example, if you're negotiating with your child to take out the trash, you have to know what's

important to him or her. You may want to make it easy by offering something they may want in exchange for the trash being taken out.

Car dealers are a bit more difficult to negotiate, but it can be done. Prepare for your car shopping experience by knowing the actual dealer cost. Then, you'll know how far down you can come on the price so that you get the best deal available and still let the dealer make a profit.

**Negotiation Skills** will teach you some of the best preparation methods for negotiating and how to keep from conceding to your 'opponent's' own power. There are things you can do in preparation for the deal going south.

## **Establishing Goals and Limitations**

You'll also learn how to establish goals and limitations for the negotiation event with the **Negotiation Skills** guide. Almost everything you want to accomplish in requires goal setting and setting limits on many aspects of those goals – such as what you'll settle for or when you'll quit pursuing the goal.

You have to set realistic goals and to define them well. Then, you'll have to focus on what you will accept in the way of a final negotiating strategy. You'll be more satisfied with the outcome, no matter if it doesn't go your way if you've carefully researched, set the goals and limits and are able to walk away from the negotiating table knowing you did the best you could.

## **Communicating Clearly**

It's absolutely imperative that you are exact and clear in all of your communication with the other party. Your message should be beyond question as should your intentions and goals in every aspect of your communication skills.

That means your body language, tone-of-voice, the type of language you're using and your actions during the negotiation process should be flawless and well

thought out. You'll likely communicate differently with your children or spouse than with your boss, but the message should be clear beyond reproach.

If you're negotiating for a place in a company, don't try to impress the interviewer by using words that are 'jargon' for the industry. You'll be much more effective if you simply stick to your plan of action and remaining consistent in what you say.

You'll learn more about the nuances of clear communication in this **Negotiation Skills** guide and how to direct a conversation so that you're in control.

## **Active Listening**

This portion of the **Negotiation Skills** guide helps you know how well you listen to others and also helps you hone your listening skills so that you'll be able to gain insight into a negotiating conversation.

This can work to your great advantage by giving you power that you wouldn't notice if you hadn't been listening properly. Listening skills sometimes have to be learned to be effective.

You may think you're an excellent listener, but deals can be lost if you're not focused on the other person and if you interrupt the speaker or if you speak before you think about the information you were just given.

## **Closing the Deal**

No matter who you're negotiating with, you'll need to have skills in finishing the conversation and closing the deal once and for all. The deal may not be closed when you think it is, so you must get to know the signs of a done deal.

Closing of a negotiation process may take more time than you think. In some ways, it's just the beginning of the negotiating process because you'll have to rehash all of the information and terms you've just been discussing.



**Negotiation Skills** will teach you how to recognize when to push the button and attempt to close the deal. You'll also learn how to deal with people who are so afraid of making a bad deal that the process continues seemingly forever.

Closing swiftly and efficiently is also a learned skill and you'll be able to see which terms of the negotiating fit your goals and which go further than the limits you set in the beginning.

Remember that bad deals are worse than no deal at all. You don't want to leave the negotiation table feeling bad about how you performed. It's best to simply walk away from the table with your head held high, knowing that you did the best you could.

Read on to learn how to negotiate the best deal possible with whomever you choose and enjoy the process.

## **Exercises for Part 1 – Understanding the Negotiation Process**

When attempting to understand and implement the negotiation process, you'll need to know for sure what might be your goals and limitations, the research you'll have to do before the negotiation takes place and know who you're negotiating with. With pad and pencil, write down what you think are the answers to the following questions.

At the end of this guide revisit the questions and see if the answers change.

1. Imagine a scenario where negotiation is necessary. Write down what your goals would be in the situation and at what point you could leave the table knowing you gave it your best shot.
2. Next time you're chatting with someone, notice his or her body language and how he uses language when communicating. Practice this when you

can and you'll get a better idea of what's happening when you're actually at the negotiating table.

3. Think of ways you can prepare for a negotiating session that's upcoming in your life. It may involve research of the market or a better handle on how someone (a spouse or friend) thinks about a situation or problem you'd like to discuss.

## **Part 2: The Importance of Preparation in Negotiations**

Anything can become easier with a little preparation and thinking ahead. It's especially true of using your negotiation skills. There's no way you can be over-prepared. You can use every bit of the information you find in your negotiation preparation to make the even go your way.

Whether you're trying to get a raise out of your boss or trying to close a multi-million dollar deal, you've got to prepare by educating yourself about the situation, assessing it and then use the negotiation skills you'll learn in this book, *Negotiation Skills*.

### **First Comes Research**

Preparing for the big moment when you sit down at the table to negotiate means that you must know who the other person is, what the situation is (for example, if you're negotiating a raise, you should know how the business is doing) and above all – know yourself.

Knowing yourself means that you should know what your goals and limitations are, so you'll have to be armed ahead of time. That may take some research to figure out what is realistic.

If you know you're a morning person, you shouldn't schedule a negotiation meeting in the late afternoon when you're not at your best. You also have to be aware of your own long-term wants and needs and how important this particular negotiation is in helping you get where you want to eventually be.

Find out all you can about your counterpart in the negotiation. What is he or she trying to get out of the situation? If he's selling cars, he'll want you to pay a higher, rather than lower, price. If you're educated about the marketplace for that type of car, you'll fare much better in the negotiations.

Knowledge of the other person in the room is paramount to knowing what you're up against. It's also easier to establish a rapport with a person if you know something about them ahead of time. For example, you may have come from the same home town. That would establish a point of communication from the beginning and help you get on the right path to getting your way.

What authority level does your counterpart have? If you're going to be speaking to the CEO of a large company, you'll know ahead of time that he or she will likely have the final say of hiring or promoting you. That may change your approach at the negotiation table.

Don't be afraid or intimidated to ask questions during the negotiation procedure. Asking questions shows your interest in the subject you're discussing and conveys to them that you want to learn.

## **Negotiating the Location**

Part of your negotiating skill success will depend on the location you choose. If you can choose the room or location where you will meet the other party, be sure and make it neutral.

Long, intimidating conference room tables don't work to your advantage. It's best to keep the location for the negotiating meeting more intimate, but be sure there's plenty of room for everyone.

Never choose a noisy or crowded location such as a Starbucks coffee shop to enter into the negotiations. You want to hear and be heard. Your own turf is best for you, but if you must go to another office, try and find out everything you can about that space beforehand.

Traveling to another location presents some problems, but if you arrive a day early you can lessen the problems by assuring that you'll be on time and mentally and physically prepared for the negotiation session.

## **Exercises for Part 2 – The Importance of Preparation in Negotiations**

From the moment you walk into a room of a negotiation situation, you're laying the groundwork of how you'll be accepted and how you'll be viewed and acknowledged. Be sure you can check off the following when you're preparing for a negotiating session:

1. Write down everything you know about your counterpart for the negotiation session.
2. Write down what you want to remember about the company, the product or anything else that might give you an edge in the negotiating corner.
3. Make a list of questions that you may want to ask during the talk.
4. Think about the best location for the negotiation you're about to engage in. Is it viable for both parties? How can it help you?

## **Part 3: Establishing Goals/Limitations**

This part of Negotiation Skills will help you identify the goals you'll want to take to the negotiation session and to set basic limitations on what you might expect or help you decide the point at which you'll leave the table.

An important aspect of learning negotiation skills is knowing how to identify something you want and then plan and take the steps to acquire it. People sometimes have a difficult time setting goals because they're more a part of a fantasy or dream than an actual event that you're going to be working toward.

Before you sit down at the table to negotiate, you should do some soul-searching – asking yourself what you really want from the negotiation. Do you want the job, a raise, a new kitchen at your budgeted price?

Write down everything you want from the future negotiation. Some of it may sound fanciful or even unattainable, but this process will help you identify your goals and to visualize them. Then, you can begin to refine them into more realistic pursuits until you have the bare bones of what you want from the negotiation.

If you work with a team, such as in a company, be sure and ask others on the team what they see as goals. You may get some great feedback and asking the other members of a team for their input means that you'll more than likely have their cooperation in the future.

### **Prioritizing Your Goals**

After you've done the brainstorming work of figuring out your goals, you'll need to prioritize them in the proper order. If one of your goals is to purchase a \$100,000 car, you don't just go out and sign papers for credit knowing that you're not going to be able to pay for it. First, you'll figure out how to save the money or raise your salary so that you can afford it.

It's rare that all of your goals will be achieved in one negotiation process, so you'll have to figure out which goals are most important for you to achieve and concentrate on making sure those are attainable.

Here are some actions you need to take to ensure that you're prioritizing your goals properly to get the eventual outcome you want from the negotiation process:

- **Be specific** – Don't be vague when you're writing down your goals. For example, if you want a new and better job, give yourself a timeline for achieving the goal. Then, you can break the goal down into steps.
- **Set a number of goals** – Rather than cram many goals into the negotiation process, narrow them down into a limited number that won't overwhelm you and confuse the negotiation process.
- **Qualify the goals** – Be sure your goal setting is realistic. You don't want to underestimate your negotiation skills, but neither do you want to overstate them. After the negotiation process, you'll want to think you got exactly what you wanted rather than thinking you could have gotten more.

Don't put all your eggs in one basket – meaning that all of your hopes and dreams shouldn't depend on one negotiation. If you don't get the job or raise, all isn't lost. Have a backup plan and go on to plan the next negotiation.

## **Setting Limitations on the Negotiation**

What is the absolute bottom line you'll accept from the negotiation? This is a personal decision that you'll have to make. Some examples of limitations would be the maximum number of hours you will work in a week, the highest price you'll pay for a product or the point at which you'll walk away from a negotiation.

All of the limitations should be set before entering the negotiation and you should be firm in your thinking. By setting boundaries, you'll be more decisive in the negotiation process and that can make you more confident and strong.

It's important that you set realistic boundaries. For example, if you set your limit for the price of a new car much lower than what the market price is, you're setting yourself up for failure in the negotiations.

Here are some other matters you should take into consideration before making firm assessments of the boundaries you're setting:

- **Alternatives** – Consider your alternatives for the negotiation. For example, if you have to have a higher salary and your company might not be willing to oblige, you should think about moving to another company, improving your skills by going to school or taking classes that will make you more valuable to the company.

You might also want to consider starting your own business if you have time or moving to another city or company where the salaries tend to be higher.

- **Work with others** – Whether it's a team at work or your family members, it's good to have other opinions, especially if it's going to involve a huge change such as moving to another city.

You can gain valuable insight from others and it may be one that you expect the least from. For example, children have a way of saying it plain and simple. You may have been making the issue more complicated than it really is and a child may help you see it a different way.

- **Standing firm** – Setting limitations from the beginning should make it easier for you to enforce the limits you set. Giving in isn't an option after you've carefully thought out what you want and need from the negotiation. Even if you walk away with nothing, it's better than caving in and regretting it later.



Just as there are consequences to teenagers who don't follow the rules of curfew and other rules, there will be consequences of giving in too soon and not getting what you want from the negotiation process.

To gain a broad perspective of how the negotiations will progress, it's helpful to think about what limitations might be on the table from your counterpart. If you think through his or her possible limitations, it will help you to decide possible changes in your own limitations.

### **Exercises for Part 3 – Establishing Goals/Limitations**

Writing down your thoughts and ideas is always helpful. You can go back later after you've done more research and expand or delete the ideas you've formulated. Here are some good exercises to help you establish your goals and limitations in the negotiation process:

1. Write down all the limitations you can think of for an upcoming negotiation. You may revisit them later, but writing them down will help you process the information so you can whittle them down to viable options.
2. Write down some alternatives to the limitations you're placing on the negotiation. For example, if the salary for a job is lower than what you wanted, consider if it's a better opportunity for you. It may be a way to leave a dead-end job that you hate and move forward into another career path.
3. Write down some limitations you can think of for your counterpart. Think of the ways you can successfully address those limitations so that the end result is better for you.
4. Practice your goal/limitation skills. For example, find an online auction (or one you attend) and find something you'd like to have. Think of a fair price and then how much you'd actually spend to get the item. Participate in the auction to see how you stick to your limits.



## **Part 4: Communicating Clearly to Get What You Want**

“You can have brilliant ideas, but if you can’t get them across, your ideas won’t get you anywhere,” ...Lee Iacocca. Iacocca was one of the better communicators of our time and what he said is certainly true in the world of communication.

It’s not only words that set up clear communication – it’s your appearance, tone-of-voice and being able to assess the person you’re communicating with. For example, you don’t communicate with a coworker the same as you would the CEO of your company.

How you communicate during the negotiation process is one of the factors that will determine if you leave the table getting what you want – or not. Keep in mind that you can’t be too clear in your communications. You can bore the person, insult the person or talk over his head, but you can’t be too clear.

Improving the clarity of your communication skills may take practice, but it is attainable. This section will show you how to hit the mark with what you say and to avoid saying the wrong thing. You’ll learn how to organize your thoughts before the negotiation process and how to choose coherent words that express exactly what you want to convey.

### **Organizing Your Thoughts**

Organizing the thoughts you’ll need for the negotiation process is almost scientific in the way you proceed. You’ll first need to clarify your point of the entire process. This is likely the main goal you’ve set, such as obtaining a raise. Then, explain why you should have the raise. This is simple logic.

Here are some ways you can organize your thoughts so they will be communicated clearly and accurately and without a lot of ‘fodder’ between the major points:

- **List your main points.** Think through the main points of the negotiation process clearly and make them as logical as you can. Avoid fillers that just take time and veer away from the main thought.
- **Make it simple.** At first, break down the negotiating points into simple language. You can always go back later and use more technical terms after you're sure the counterpart has a clear understanding of what you're saying.
- **Simplify numbers.** If you have many numbers to present in the way of dollars, measurements or anything that requires numbers, simplify them if you can by presenting in graphs or charts.
- **Avoid jargon.** Don't make your counterpart guess at what you're attempting to define. Spell it out exactly and avoid using technical words or words that are 'catch phrases' for the business.
- **Ask if you're being understood.** It's perfectly alright during the negotiation process to pause and ask your counterpart if he or she understands or if you have been clear about what you're attempting to convey.

Being sure that your counterpart in the negotiation process understands what you're trying to say is imperative to successful communicating and organizing your thoughts is a good way to be sure that happens

## **Barriers and Distractions to Clear Communication**

Most of the barriers for clear communication come from you. Distractions can occur at any time, but if you choose the time and location for the negotiation with care there will be less chance of those occurrences.

Here are some barriers and distractions that you should be aware of and take steps to eradicate before you sit down at the negotiation table:

- **Hurt Feelings** – You may fear that if you express yourself clearly, you'll hurt the other person's feelings. Never avoid being clear because you fear confrontation, even if the words you have to use are bound to cause the other person distress. But, do be aware of the other person's feelings and let him or her express what they want to say by listening carefully.
- **Rejection** – Rejection is another barrier to clear communication that you must overcome in order to communicate clearly. Even if you know that the information you deliver may cause a response that ends the negotiation process, you must be clear in your delivery and without fear of rejection.
- **Confusion** – One of the worst results of poor communication is confusion on the part of your negotiating partner. Fallout from the result of confusion can damage all parts of the negotiation process and make it impossible to come back to the table and try again.
- **Interruptions** – Don't interrupt the person who's speaking – ever. Wait until the speaker is finished and then ask him or her to clarify a point or tell him your interpretation of what he's trying to say.
- **Fatigue** – If you're too tired to think clearly, try and reschedule the negotiation time or take a few moments to clear your head by drinking a caffeinated beverage or going on a walk to get some fresh air.

There are other barriers to a successful negotiation that can sabotage everything you've worked for. Depending on the type of negotiation you're working on, try to come up with several that fit your scenario and think of ways you can avoid them.

## **Exercises for Part 4 – Communicating Clearly to Get What You Want**

Nobody wants to communicate poorly. It's extremely important in all aspects of the negotiation process for you to assess your communication skills and take steps to improve in areas where you lack assertion or the ability for clarity. Here are some things you may want to take into consideration:

1. Think about your communication personality. It may help if you ask a friend or family member for their assessment of your communication skills. If he says you ramble or interrupt, practice on those particular skills.
2. List the main points of an upcoming negotiation. For example, write down the exact thoughts you have about the subject of the negotiation. Then, go back and simplify the points by breaking it down into understandable parts.
3. Also, for an impending negotiation, write down what barriers or distractions you might encounter during the process. Think of the location of the negotiation and what you might do to limit distractions so that you can think more clearly.
4. Assess your own fears that could be barriers to clear communication. If you fear rejection, think of what could happen if you are rejected – for a job, a relationship, the house you want to purchase or anything that might initiate a rejection.

## Part 5: Improve Your Chances with Active Listening

During negotiations, it's not enough to listen with your ears. You must engage in active listening by using your eyes too. With your eyes you can assess the body language of the other person and gauge how engaged he is in the process of the negotiation and how well he's listening to what you have to say.

Most people don't communicate by words only. If you want to be a successful negotiator, you must learn the art of active listening which involves much more than simply hearing what the other person is saying.

You can hear every word and know exactly what the other person is saying, but lose the negotiation because you didn't fully understand the subtle nuances such as his tone-of-voice, facial expressions, body language and other communication tactics.

There are several ways to ensure that you're a good listener and that the negotiation process won't be ruined because you failed to grab the implications of the subtle ways your counterpart was communicating. They include:

- **Negotiate in a clutter-free environment.** Try and plan ahead by making sure there are no distractions during the negotiation process. That means cell phones are turned off and you're in a place of relative peace and quiet.
- **Timing your responses.** Be sure and wait until the person has stopped talking before you respond to what they've said. Then, be sure any question you might ask reflects the message your counterpart was conveying.
- **Stay focused.** Try and stay fully focused on what the other person is saying and convey that focus by alertness in your eyes, body language and responses. Take a break if needed to ensure that your attention doesn't waver.
- **Repeating by paraphrasing.** To be sure you're accurate about what the person is saying, try and paraphrase the conversation from time to time,

letting him know what you're understanding so that he can restate if necessary.

Be sure you 'get it right'. It may take a few times of asking the person to restate a point until you understand it perfectly. Always be respectful of the person and even bring humor into the situation by possibly saying, "I just want to be sure I understand your terms." Then repeat to him how you are interpreting what he said.

## **The Importance of Body Language in Negotiations**

Understanding the art of communicating a point without words can help you greatly in the negotiation process. How a person sits, stands, dresses, expresses himself or herself and moves around can tell you much more than words could ever say.

Before you begin a negotiating process, be sure to familiarize yourself with the nuances of body language. They apply to you as well as the person you're negotiating with. Here are some to think about:

1. **Changes in facial expressions** – You can learn to assess if the person you're speaking with is fully tuned in to what you're saying or is distracted, losing interest or becoming restless or bored.

If the person suddenly has a faraway look, grimace or leaning his head on his hand, he's probably losing interest or becoming bored with what you have to say. A break may be in order at this time or ask the person directly if you're losing him or if he has more questions.

2. **Interpreting a response** – If a person is beginning to have reservations, he may show it by having a nervous laugh, pursing his lips or other facial motion that can help you move the negotiation in another direction.



Other body language signs of a negative response to what you're saying are if the person locks his ankles, gripping an arm, crossing arms in front of the chest and squinting his eyes.

3. **Speaking positively with negative body language** – Even though a person may be speaking with the most positive words, you can tell by their body language that he's moving away from you or resisting what you're saying. The best way to handle it is to pause and ask if he understands everything or if there's anything he'd like to comment about – or perhaps you just need a break from the negotiation.
4. **Tuning out** – When a person is turning out to what you're saying, he'll likely display body language that will alert you to it. If you suspect that a person (or you) is tuning out during the negotiations, try to take a break. It's possible that even a break won't bring back a possible negotiation. If you continue to receive signs either by words or body language that the other person may be tuning out, realize that the negotiation may be over.

One of the best things you can do to prepare yourself for a negotiation process is to learn all you can about body language. You can also learn about the body language you do and don't want to present at the negotiating table.

### **Exercises for Part 5 – Improve Your Chances with Active Listening**

1. Make it a point to find out as much as you can about body language and the process of active listening. There are many books written about it and much information that you can find online.
2. Practice your body language skills by focusing on the present. Notice what is around you and how you're reacting to it. Observe other people as you're sipping coffee at a coffee shop or busy airport and attempt to discern their body language.

3. Practice with others. If an upcoming negotiation is crucial to your well-being, such as a new job or other important event, practice with a friend or family member and get feedback at the conclusion.

## **Part 6: Closing the Deal As a Win for You**

Closing a deal in your favor is bound to provide a rush of adrenalin and self-satisfaction. Even if you don't get everything you wanted when the deal is finalized, you may have won the main concessions and also gain more self-confidence for the next negotiating session you're involved in.

It's even better to close a deal and to have the other person feel as if they got a good deal too. So, what constitutes a win doesn't necessarily mean that you get everything you wanted. It also means that you've found viable solutions that will benefit both parties.

A good deal is a fair one for all parties. A bad deal means that there will be problems with the outcome of the negotiations. For example, if you don't get the raise and there are no concessions from the other party, you may have to look for another job that pays more.

### **Knowing When to Concede**

At some point during the negotiation process, you may have to make concessions, but that concession should be balanced with a distinct benefit for you. For example, if you're offering a product, you may want to knock off a certain percentage if the distributor will guarantee to order for a certain amount of time.

You get the sale, but you'll be giving the product at a reduction in price. The benefit is that your sale is much more than it would have been had you not agreed to the concession.

If you see red flags in the counterpart's deal, beware of closing the deal. For example, if they're not prepared to write a check now or if they change their priorities so that your part of the deal falls from top priority to low on the totem pole, you can expect that there may be problems in the deal you're about to close.

Remember that the people you're dealing with are more important than the deal as it exists on paper. Always consider your counterpart's motivations and get as much information about the company or the person behind the deal as you can.

## **Knowing When the Deal is Made**

It's time to celebrate! You've closed the deal and everyone is happy. But, before popping that bottle of champagne, there are a couple of things you should check out. They are:

1. **Review the deal you just made.** Carefully review how you came to the conclusion of the negotiations and discern whether you could have done more to help it go your way.
2. **Assess your negotiation skills.** Play out the negotiation in your mind and ask yourself if your skills were on track. How was your body language and how well did you prepare for the negotiation by learning all you could about the person or company.

## **After the Deal**

If something begins to go wrong after the deal is done, it was likely because the final negotiations weren't as clear as they should have been. Be sure that your part of the deal is being professionally and carefully taken care of.

If the problem is on the other side, see if you can meet with them again and go over the terms of the deal to make sure you're both on the same page. A face to face meeting can do wonders for getting back on the right track.

## **Exercises for Part 6 – Closing the Deal As a Win for You**

Closing the deal is the most thrilling part of the negotiation. It's when all of your careful planning has paid off. Before you sign the contract or go on your merry way, be sure you're ready to close the deal before the negotiation process even begins.

1. Be clear about what you want from the process. Write down specifics about what you're willing to concede on and what you won't. Don't expect to make concessions, but if you see during the negotiation process that it's inevitable, you will have already thought it out.
2. Think about when you'll ask your counterpart if he's ready to close. This takes finesse and if you think about the process ahead of time, you'll do much better at the closing.
3. Write down a deadline for the deal to take place. Take it with you to the negotiating table and be willing to concede if it just doesn't work for the other party.

## **It's Time to Celebrate!**

After all your *i*'s are dotted and your *t*'s crossed, it's time to celebrate the new beginning – after all, closing a deal is a win-win situation for both parties if negotiated correctly. Of course, it's also appropriate to celebrate walking away from a bad deal.

Just be thankful you didn't settle on the bad deal and have adopted a completely new set of problems. If you're going to become a successful negotiator for business or personal reasons, you'll need to periodically review this guide, *Negotiation Skills*.

Become calm about discussing options with others by practicing small negotiations – even who's going to take out the trash. When you become proficient in the little negotiations, the larger ones won't be a problem.

Most of all -- have fun with the negotiation process. It's a game that you can win if you just set your mind to it.