

Negotiation Skills Ultimate Infographic

What are the qualities of a good negotiator?



- Preparing in a structured way**

- Able to explore the arena**

- Know your opponent**

- Finding common ground**

- Having confidence**

- Being persuasive**

- Seeking clarity**


What are the 5 stages of negotiation?

There are 5 stages of a negotiation. Most people go straight to the propose stage and then find that they are in deadlock.

- 1. Preparation:**
The objective of this stage is to understand your wish, walk-away, and tradeables. Plus your opponent's point of view. Remember the British Army saying, 'Proper Planning and Preparation Prevents Piss Poor Performance.'
- 2. Explore:**
The objective of this stage is to understand what your opponent wants and their wish and walk-away points. If you miss this stage your proposals will not land well because you didn't know what they wanted. Nothing is agreed at this stage. Be like a doctor diagnosing the problem.
- 3. Propose:**
The objective of this stage is to take what you have prepared and explored to propose a cure for the problem. This stage should use the tool, 'If you..., then I...'. Expect a counter proposal.
- 4. Conclude:**
The objective of this stage is to make a final summary that both parties agree. The negotiation has finished and in this stage you are agreeing what has been agreed to ensure clarity.
- 5. Next steps:**
The objective of this stage is to agree how you will implement what you have agreed and most importantly what happens if either party does not adhere to the agreement.

Read our Ultimate Guide to Negotiation Skills: <https://www.makingbusinessmatter.co.uk/negotiation-skills-ultimate-guide/>

The Ultimate Guide to Negotiation Skills

How can I improve my negotiation skills at work?

Here are 3 top tips from our 17 years as a training provider of negotiation skills:

- 1. Prepare for your negotiation;**
Have 10 open questions ready for the explore stage, and know your wish & walk-away points.
- 2. Understand how to...**
...use the 'If you..., then I...' tool. This video will help: <https://bit.ly/2UfrpQ6>

- 3. Be 100% clear...**
...on the deal that you got. You cannot summarise too much.
- 4. Bonus tip:**
Get trained. We know a great training provider! ;-)

How would you describe a good negotiator?



Prepared. Calm. Able to use a few negotiation tools very well.

What makes a negotiation successful?

If you have achieved closer to your wish than your walk-away, you were successful.



Get Access to Articles & Videos for Negotiation Skills Tips: <https://www.makingbusinessmatter.co.uk/negotiation-tips/> https://www.youtube.com/playlist?list=PLC3hP2_jw9SIsu8z1qFkROKIK2YI--IE

Access Articles & Videos for Negotiation Skills Tips

How can you resolve conflict?

There are 8 ways to resolve a conflict. Negotiation is one of them.

- 1. Unilateral decision**
This is when one party makes a decision without discussing with the other. For example, 'You are de-listed from 2 weeks time'.
- 2. Persuasion**
'Please you..., how...? How well can you persuade someone?'
- 3. Hagging/Bartering**
Asking another for their 'ruling', like ACAS in a people tribunal. It has a 50:50 chance.
- 4. Arbitration**
This is not negotiating and generally done at a market in Turkey buying sunglasses.
- 5. Postponement**
Putting off resolving the conflict until another time can allow people to cool down.
- 6. Problem solve**
Working together to find a solution is useful and collaborative.
- 7. Total Surrender**
Giving-in means that you might lose a lot.
- 8. Negotiation**
Negotiating is trading items to find a win:win. Or at least it should be!

Assess Yourself for Negotiation Skills: <https://www.makingbusinessmatter.co.uk/negotiation-skills-assessment/>

Self Assessment for Negotiation Skills

What are the best negotiation techniques?

The top 21 best negotiation techniques:

- 1. If you...Then I...:**
This tool is very useful for structuring a proposal
- 2. Silence:**
Silence is golden
- 3. Have Belief:**
Like anything you want to win at, you have to believe you can first
- 4. Word on Head:**
A mindset technique for adjusting your attitude (Read more on the MBM blog)
- 5. Body Language:**
Know the key positions to learn what they are thinking -
 - Pulling at their ear:** They've heard enough
 - Arms behind their head:** They want to speak
 - Hand over their mouth:** They are stopping themselves from speaking
- 6. Tradeables:**
Have things to give and to take. They are like the oil of a negotiation (Read more on the MBM blog)
- 7. Soft language:**
Be aware of words that give away yours and their position
 - 'Around'** There is more
 - 'Opening offer'** More to come
 - '£10'** Round numbers mean there is more
- 8. Offer First:**
If you are confident in your offer, offer first
- 9. Trade Conditionally:**
Only give to get. Find out about the polar bear and the fish story
- 10. Open Questions:**
Most people have heard of open questions. Few use them
- 11. Make the First 5-Minutes Count:**
The Journal of Applied Sciences predicted outcomes based on the first 5-minutes. Find common ground quickly
- 12. Do Not Interrupt:**
Listen actively. Not just waiting to reply
- 13. 6 Laws Of Persuasion:**
Watch the video. It will help. <https://www.youtube.com/watch?v=cFdCzN7RYbw>
- 14. Emotion:**
Use it. Use it controlled only
- 15. Up and Over:**
If they make a ridiculous offer, match it. 'If you want that you'd have to give me a 25 year contract'
- 16. Ask a Question:**
And then shut up. No piggy back questions
- 17. Break the Deadlock:**
Do this by -
 - Call It**
 - Throw It Back**
 - Find Something Funny**
- 18. Deal Creep:**
Watch for other items being added to the deal at the last minute
- 19. Thank and Bank:**
Thank them when they give you something, and bank it!
- 20. Be Ambitious:**
Make your wishes ambitious. Most people don't
- 21. Have a Playbook:**
Prepare, Manage, and Evaluate - Know how to do these 3 by training with MBM to write your negotiation playbook. Go to our website and look for 'Negotiation Training' to find out more.