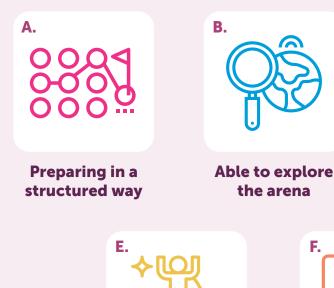
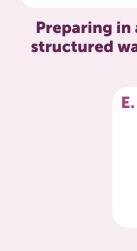
## **Negotiation Skills Ultimate Infographic**



What are the qualities of a good negotiator?



the arena

**Know your** opponent

**Finding common** ground

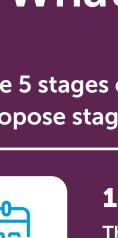




**Having** confidence

Being persuasive What are the 5 stages of

Seeking clarity



There are 5 stages of a negotiation. Most people go straight to the

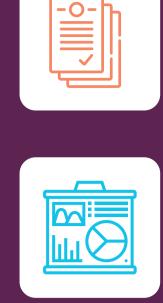
negotiation?



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:



4. Conclude:

clarity.

should use the tool, 'If you..., then I...'. Expect a counter proposal. 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

The objective of this stage is to take what you have prepared and explored to propose a cure for the problem. This stage



what happens if either party does not adhere to the agreement.

5. Next steps:

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

How can I improve my

**Negotiation Skills** 

The objective of this stage is to agree how you will

implement what you have agreed and most importantly



provider of negotiation skills:



3. Be 100% clear...

...on the deal that you got.

You cannot summarise too

much.

Get Access to Articles & Videos for Negotiation Skills Tips: https://www.youtube.com/playlist?list=PLc3hP2\_jw9Sllsu8zIqFKrOKiK2YI--IE

1. Prepare for your 2. Understand negotiation; how to... ...use the 'If you..., then I...' Have 10 open questions tool. This video will help: https://bit.ly/2UfrpQ6



Prepared. Calm.

Able to use a few

negotiation

tools very well.

https://www.makingbusinessmatter.co.uk/negotiation-tips/

What makes a negotiation

successful?

How can you resolve conflict?

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



1. Unilateral decision 2. Persuasion 'Please would you...'. How well This is when one party makes a can you persuade someone?



7. Total Surrender Giving-in means that you might lose a lot. https://www.makingbusinessmatter.co.uk/negotiation-skills-assessment/

1. If you...Then I...:

This tool is very useful

for structuring a

proposal

5. Postponement

Putting off resolving the conflict

until another time can allow people

to cool down.



8. Negotiation

Negotiating is trading items

to find a win:win. Or at least

it should be!

2. Silence:

Silence is golden

Self Assessment for

**Negotiation Skills** 

What are the best

negotiation techniques?

The top 21 best negotiation techniques:

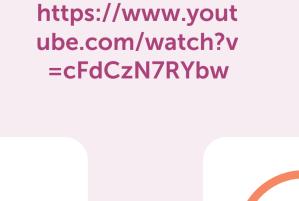
Assess Yourself for Negotiation Skills:

4. Arbitration

This is not negotiating and generally done at a market in Turkey buying

sunglasses.



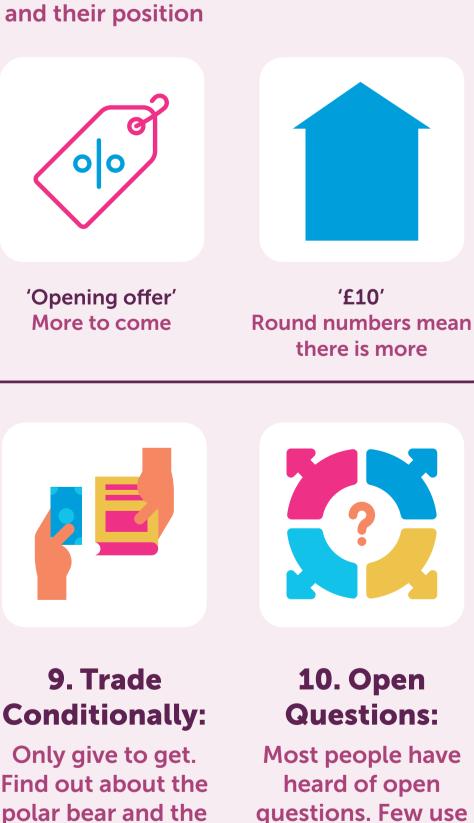


13. 6 Laws Of

**Persuasion:** 

Watch the video. It

will help.



them

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

9. Trade

fish story

11. Make the First 5-Minutes

Count:

The Journal of Applied Sciences

predicted outcomes based on the first

5-minutes. Find common ground quickly

'Around'

There is more

8. Offer First:

If you are

confident in your

offer, offer first

12. Do Not

**Interrupt:** 

Listen actively.

Not just waiting

to reply

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'

Call It

17. Break the Deadlock: Do this by -

14. Emotion: Use it. Use it controlled only

16. Ask a

**Question:** 

And then shut up. No

piggy back questions

**Throw It Back** 19. Thank and **Bank:** Thank them when they give you something, and bank it!

20. Be

www.makingbusinessmatter.co.uk

in

**Find Something** 

**Funny** 



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.

because we make their learning stick.

**Ambitious:**