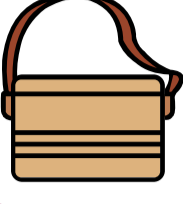


The Negotiation Magic



P.I.L.L. Infographic

Most negotiations fail before we even start them for 3-key reasons;



1. Under-prepared...

...because we never seem to know when it's going to happen or have a frame work to get ourselves ready for the conversation.



2. Under-qualified...

...because we feel we haven't been trained adequately or supported fully enough to deal with these events, or specific types of people.



3. Under-stress...

...to get it right or make the sale. But if we haven't got the first 2 in place, we're already swimming against the current.

We all wish there was a magic pill, and now there is;

P.I.L.L. stands for

P – Positioning

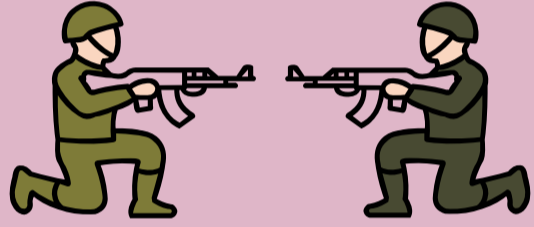
"The moment you position yourself, you have to be positioned against something" Peter Docker, co-author of 'Find Your Why' told me. Just like being on the battle field, the moment we take a 'position' we have to defend it or take someone else's. We instantly create tension and it becomes a fight not a conversation.



Solution

Get curious, ask better questions and stop positioning yourself.

Get some good open questions to find out more about them and their situation, not attack their 'position'.



I – Importance

The moment we start adding importance to the situation, we create tension and as a result of that we appear 'needy and greedy'. We either start to be over demanding or simply roll over to every demand, neither of which are good for any long term, let alone short term relationship.



Solution

Take the importance out. You didn't have the job or the client or the deal in the first place so there isn't anything to lose. You can still be confident in what you're bringing to the table and enjoy the conversation. Rather than throw down a gauntlet of frustration or despair.



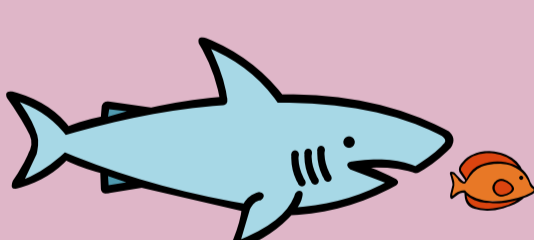
L – Listening

Too many people are walking into the conversation as if they're a shark going for the kill, if we're starting this way what are we actually hearing? Zero!



Solution

Take time to pause, breathe and really take a moment to hear what is said. Then take notes on the KPI's (Key Points of Interest). This will give you a better understanding of where they are and where they're coming from.



L – Language

We've spent time being more aware, listening finding out people's situation and getting to know their concerns. Now we focus our language to contribute to the conversation.



Solution

Show appreciation for what they're sharing. Don't go looking for the weak point, don't go in to choke them out the moment their off balance. The outcome needs to be mutually beneficial. Pay attention to what they're sharing, let them know you're listening by finding value in what they're sharing and include it in your conversation rather than dismiss it.

