

# Discussion Topics & References

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## **Negotiation**

*Using product pricing information and other tactics to negotiate the best possible purchase.*

1. Why Win-Win negotiation
  - a. Negotiation Checklist; What can (and should) be negotiated?
  - b. What cost-related elements need to be added to the checklist?
2. What makes a good negotiator?
  - a. Doesn't take negotiation for granted. Realizes that the process is a requirement of the job (and many other things in life) then spends some time preparing
  - b. Realizes that you should negotiate for you they want rather than demand it
  - c. Realizes that the experiences, past relationship and preparation for the negotiation will have a significant effect on the outcome
  - d. Does not negotiate with himself
3. What makes a good negotiator great?
  - a. Knows how to steer the discussion so that the negotiation adds value for both sides to the eventual agreement
  - b. Can develop a valuable outcome for each side regardless of initial demands or proposals
  - c. Knows where the 'walk-away' limits are for both parties
4. What tactics, comments, proposals, etc. are used against you in a negotiation that turn you off or make you defensive? How can we avoid doing that?
  - a. Whining
  - b. "X" says
  - c. Take it or leave it
5. How can we use communication skills to be more effective
  - a. Give the salesman a way to sell it to his own organization
6. Creative strategies?
7. Economic Price Adjustment Clauses
  - a. What types of purchase can they help with?
  - b. What can go wrong?
8. Personal Strategies
  - a. Review the checklist before you begin
  - b. Mark all important issues
  - c. Assumption/ Confirmed/ Source
  - d. Post a cheat sheet of common questions
  - e. Touch all the bases, document it and get it signed
    - i. Build the contract as you go.
  - f. Don't forget the net as a research tool
  - g. Failure analysis
    - i. We do it for equipment, why not our negotiating skills

## References:

1. Issues To Consider Negotiating
  - a. <http://www.mltweb.com/tools/what.htm>
2. Negotiation articles and comments by Mike Taylor
  - a. <http://www.mltweb.com/tools/tools.htm>
3. The Negotiation Institute, Inc.
  - a. <http://www.negotiation.com/>
4. Program on Negotiation at Harvard Law School: "A resource center for people interested in learning and teaching about negotiation and alternative dispute resolution."
  - a. <http://www.pon.harvard.edu/>
5. Ross Reck's Weekly Reminders
  - a. <http://reminders.rossreck.com/>
6. S.A.B. Negotiation Enterprises
  - a. <http://www.sabonline.com/>
  - b. S.A.B. Negotiation Enterprises Test of Negotiation Skill (worth finding)
7. Shapiro Negotiations Institute: "SNI creates customized negotiation seminars and corporate training based on The Power of Nice: How to Negotiate So Everyone Wins, Especially You!"®.
  - a. <http://www.shapironegotiations.com/>