



The Art of Negotiations

By

Deepak Bharara



Art of Negotiation

- Negotiation is a process and not an event.
- There are predictable steps –
 - Preparation
 - Creation of climate
 - Identifying interest
 - Selecting out comes.
- With practice your skill increases and negotiation can be interesting & fun.



Art of Negotiation

Whether its with an employer, family member or business establishment, we all negotiate for things each day.

- Some Tips for Negotiation:
- Know thyself
- Do your home work
- Practice double an triple thinking
- Develop external listening such as body Language, Expressions
- Move beyond positions
- Own your power i.e. level of self esteem and confidence
- Know your BATNA, Best alternative to a negotiated agreement
- Know what a win is- Settlement range – Bottom line.



Managing the Negotiation process

Basic Ground rules for the Process:

- Don't Believe everything you see and hear
- Don't offer your bottom line early in the negotiation
- Get some thing in return for your added value
- Sell and negotiate the concepts simultaneously
- Be Patient



Managing the Negotiation process

Difficult Negotiations Strategies:

- Don't react: Diagnose
- Listen and acknowledge
- Stand up for your best interest
- Change the game
- Name the game and change the rules
- Change the players
- 3,2,1 Problem solve



Negotiation & Win- Win bargaining

“In a successful negotiation Every one wins. The objective should be agreement and not Victory”

- Orient yourself towards a win win approach
- Plan and have concrete strategy
- Separate people from the problem
- Focus on Interests not positions, consider the other party situation
- Create Options for Mutual Gain
- Generate a variety of possibilities before deciding what to do
- Aim on the outcome based on some objective standard
- Pay a lot of attention to the flow of negotiation
- Take the intangibles into account, communicate clearly
- Use active listening skills, rephrase, ask question and than ask some more



Negotiation Types

Types of Negotiations:

- The aggressive
- The long pauser
- The Mocking Negotiator
- The cloak of reasonableness
- The interrogator
- Divide and Conquer
- The act dumb negotiator

Have unlimited patience. Never corner an opponent. Always assist the other person to save his face.



Effective Negotiation

Seven ways for finding time to think

- Simply State the time requirement to process the information, reschedule your meetings
- Ask your partner to recap his/her position, to have facts straight
- Have a scheduled interruption occur through Secretary or Guests
- Take excuse of feeling hungry and break the session. Helps in shifting focus.
- Let the longwinded member of team take center stage, Who can take a lot without saying nothing.
- Introduce a new team member and allow him to catch up
- If nothing works fall sick. Only a bear will force you to continue



Key points to discuss

- Negotiations affect bottom-line.
- Win/Win attitude.
- Ten Power Factors:
 - Alternatives.
 - Legitimacy.
 - Risk.
 - Commitment.
 - Knowledge.
 - Expertise.
 - Reward / Punishment.
 - Timing.
 - Perception of others.
 - Relationships.



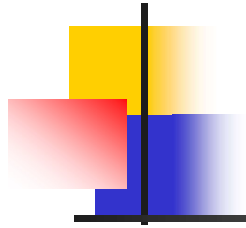
Investment in Relationship

Technique

- Structure
- Role Clarity
- Planning
- Strategy
- Quality

Processes

- Communication
- Climate
- Goal Setting
- Peer relationship



THANKS