

Meetings –

the art of negotiation

Negotiation



Relationship
building



Exploring
initial
position



Bargaining



Closing
the deal

Negotiation

Relationship building



- Getting to know the other person
- Exchanging information about companies
- Discussing the market
- Building trust

Negotiation

Exploring initial position

- Stating needs
- Asking questions
- Explaining the product/
service in depth



Negotiation

Bargaining

- Price
- Quality
- Minimum order
- Discounts
- Terms of payment
- etc



Negotiation

Closing the deal

- Summarizing and finalizing all the issues



Negotiation



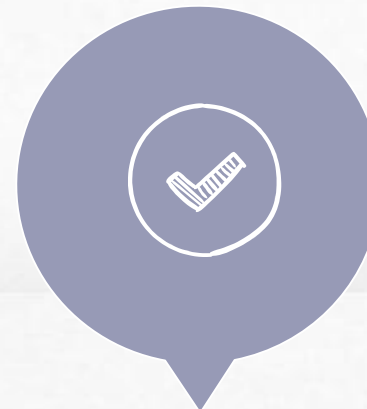
Relationship
building



Exploring
initial
position



Bargaining



Closing
the deal

state needs

- For us, the priorities are ...
- Our main concern is ...
- We think the best option would be...
- We'd prefer to have...
- We need... Can you do so?

explore positions

- What exactly do you need?
- What do you have in mind?
- How would you feel about...?
- How flexible can you be on... ?
- When you say, what exactly do you mean?
- Can you be more specific?

ask specific questions

- What sort of quantity are thinking of?
- What kind of a timescale are we looking at?
- What sort of figure are we talking about?
- What kind of guarantee can you give us?

suggest alternatives

- Alternatively, ...
- Can I suggest another way of moving forward?
- There are a couple of alternatives we'd like to put forward.

Negotiation



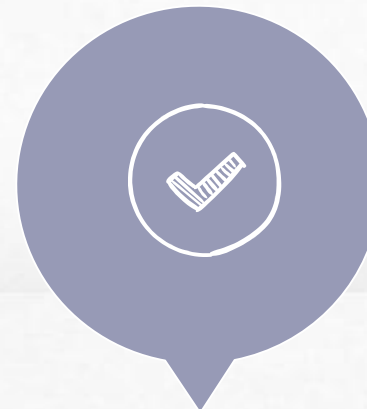
Relationship
building



Exploring
initial
position



Bargaining



Closing
the deal

bargain

- If you..., we'll...
- Ok, we'd be prepared to ..., but only if you...
- We could accept that, but only on one condition.
- Would you be willing to accept a compromise?

accept and offer

- That sounds reasonable.
- Ok, we can agree on that.

refuse an offer

- I'm not sure about that.
- That's not a really valid option for us.
- That would be very difficult for us because...
- I'm sorry, we can't accept that.

Negotiation



Relationship
building



Exploring
initial
position



Bargaining



Closing
the deal

summarize

- Let's just take a moment to review what we've discussed.
- Can we just go over what we've agreed so far?

play for time

- I'd like some time to think about it.
- I think that's as far as we can go at this stage.
- I don't have an authority to make that decision by myself

close the deal

- If you can ..., we' can close the deal today.
- I'm ready to sign today if you can...
- If we agree to ..., are you happy with other points?
- That's it, then, I think we have a deal.

Thanks!



Any questions?

You can find me at:
Ivanka.tabachuk@gmail.com
www.englishplus.com.ua