

NEGOTIATION Techniques/Schiffman

1. Counter offers must respond to offers
2. Use their counter offer to understand what they truly want
3. When involved in a multiparty negotiation, do not let the other party set the terms of the meeting
4. Avoid CHARGED words
5. Don't call into question the other sides' integrity
6. Leave the door open for future talks
7. If the deal stalls, redefine the deal for everyone
8. If you cannot agree on 1 point go to another and come back
9. The more information that you have about the other side the better off you are
10. Use a pattern interrupt to break the tension