

Negotiate *like the* ProsTM

Never pay too
much, settle
for too little
or give in too
soon again.

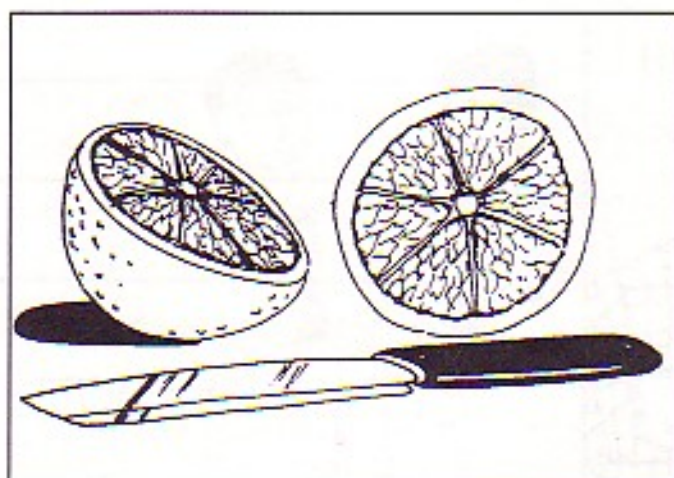
F. Lee Bailey says... :
"Don't miss this speaker.
John Patrick Dolan
represents excellence
in the legal profession."

BY

JOHN PATRICK
DOLAN

STRATEGY

Negotiate Like The Pros.



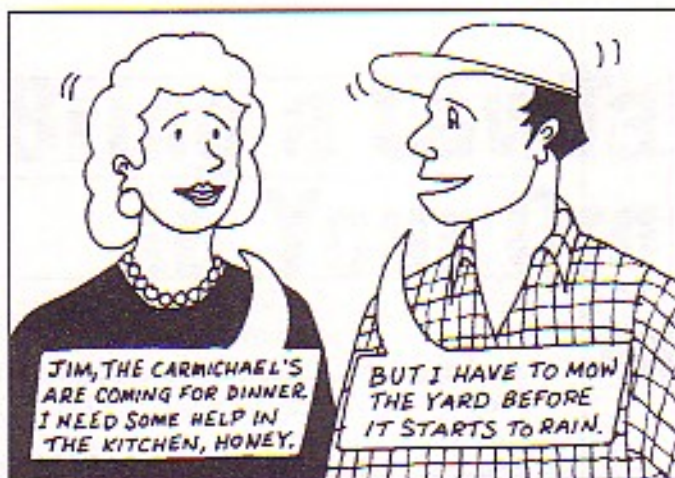
Do you get sweaty palms and queasy stomach at the thought of negotiation?



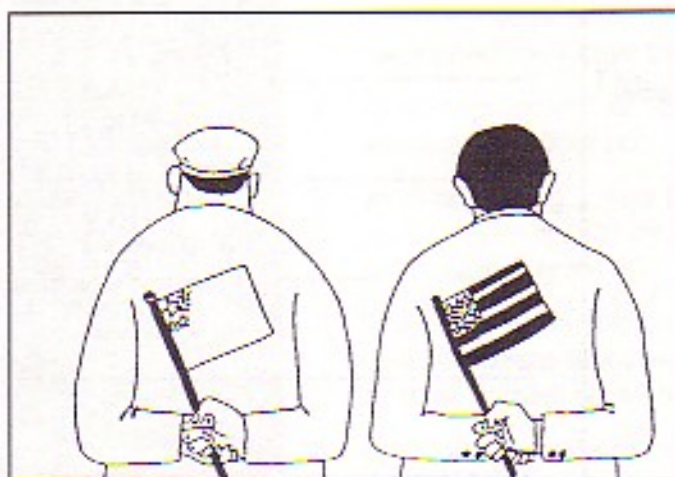
There are many situations to be faced.



We negotiate all the time.



Both sides want something.



Remember - the people you negotiate with are just like you - (aren't they?)



A strategy for effective negotiation.



Definition.

“Negotiation is working side-by-side to achieve mutually beneficial solutions”

Getting what you want doesn't mean other people can't get what they want

Looking at both sides of the problem.



Don't fight : search for solutions.



Pull together.



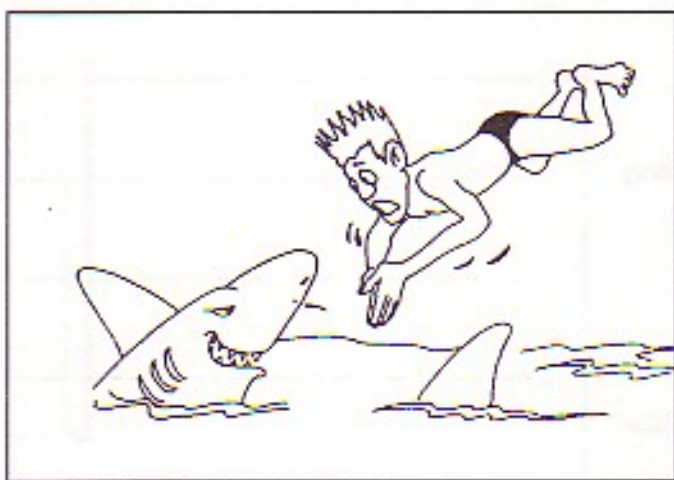
Learn to compromise for mutual benefit.



Lay a few ground rules.



Agree on the ground rules before you jump into the issues.



Maintain standards.



Be prepared.



6 steps in preparation.

1. Know what you want
2. Know what they want
3. Know what concessions you are willing to make
4. Know your alternatives
5. Know your counterpart and the subject matter
6. Rehearse...practice - practice - practice

Brainstorming opens up floodgates of creativity.



Information is power.



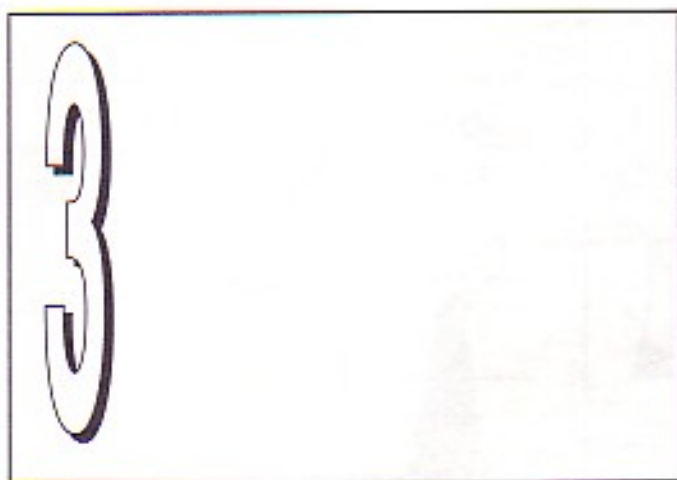
4 principles of motivation



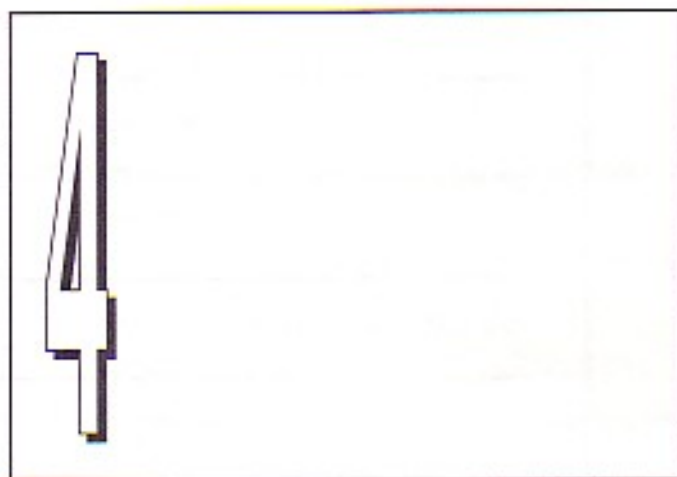
4 principles of motivation



4 principles of motivation



4 principles of motivation



Motivational forces

1.

2.

3.

Personality Styles - 'D' = Directing



Description

This person's tendencies include:

- ▶ Getting immediate results
- ▶ Causing action
- ▶ Accepting challenges

This person desires an environment which includes:

- ▶ Power and authority
- ▶ Prestige and challenge
- ▶ Opportunity for individual accomplishments

Action Plan

This person needs others who:

- ▶ Weigh pros and cons
- ▶ Calculate risks

To be more effective, this person needs:

- ▶ Difficult assignments
- ▶ Understanding that they need people

Personality Styles - 'I' = Influencing



Description

This person's tendencies include:

- ▶ Contacting people
- ▶ Making a favorable impression
- ▶ Verbalizing with articulateness

This person desires an environment which includes:

- ▶ Popularity, social recognition
- ▶ Public recognition of ability
- ▶ Freedom of expression

Action Plan

This person needs others who:

- ▶ Concentrate on the task
- ▶ Seek facts

To be more effective, this person needs:

- ▶ Control of time, if D or S is below the midline
- ▶ Objectivity in decision-making

Personality Styles - 'S' = Steady



Description

This person's **tendencies** include:

- ▶ Performing an accepted work pattern
- ▶ Sitting or staying in one place
- ▶ Demonstrating patience

This person desires an **environment** which includes:

- ▶ Security of the situation
- ▶ Status quo unless given reasons for change

Action Plan

This person needs **others** who:

- ▶ React quickly to unexpected change
- ▶ Stretch toward the challenges of an accepted task

To be more **effective**, this person needs:

- ▶ Conditioning prior to change
- ▶ Validation of self-worth

Personality Styles - 'C' = Compliant



Description

This person's **tendencies** include:

- ▶ Attention to key directives and standards
- ▶ Concentrating on key details
- ▶ Working under known circumstances

This person desires an **environment** which includes:

- ▶ Security assurance
- ▶ Standard operating procedures
- ▶ Sheltered environment

Action Plan

This person needs **others** who:

- ▶ Desire to expand authority
- ▶ Delegate important tasks

To be more **effective**, this person needs:

- ▶ To develop tolerance for conflict
- ▶ Opportunity for careful planning

Always have an alternative.



You always have a choice.



TACTICS

How to master the basic negotiating tactics.



How to choose the right tactics.



The wince.



Silence.



The good guy, bad guy routine.



The red herring.



Outrageous behavior.



Limited authority.



Funny money.



The trial balloon.



Nibbling.



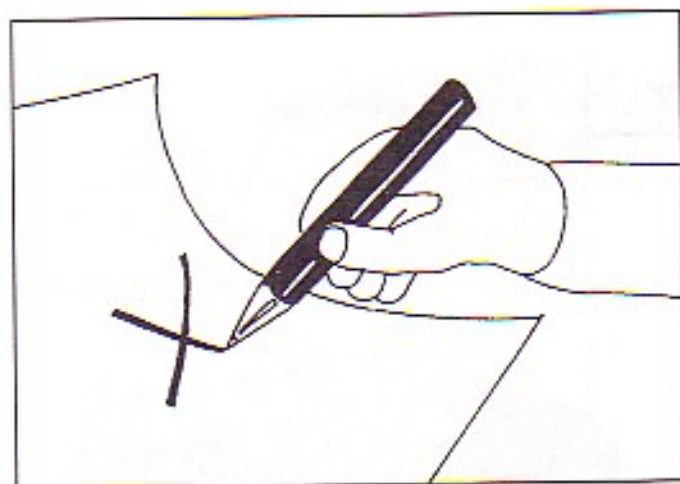
The trade-off.



The vise.



In writing.



False deadlines.