

Motivation

Life keeps changing. Negotiation will be needed for the next stage.
Through negotiation, both parties should achieve satisfaction.

1. When negotiating a request

Don't interrupt the ongoing conversation

Ask "what are your thoughts on this" to guess the interests/goals of the counterpart

When the details are not clear, confirm first by asking "xxxx. Is this what you mean?".

2. When answering the questions/requests

First, understand the goals/intentions of the counterpart

Prepare yourself with reasonable answers.

You should take a top-down approach.

Your ideas, then your justification (such as numbers and quotes).

Control your emotion

Leave some intervals for thoughts/considerations

3. Adjust/Fine-tune the thoughts/plans

From top down first, then from down to top

4. Well-prepared is crucial

Need to have backup/alternative plans to replace current plan

If xxxx, we could yyyy. What do you think?

5. Endurance / keep patient

6. negotiation goal should be set up a little higher, leaving room for negotiation.

7. If you run into roadblocks, find alternatives to achieve your goal, rather than working on the aftermath.

During the process, you should express yourself well with the right justification/reasons.

8. Sometimes it is good to negotiate with high-level personals

If you can talk through with staff, talk with seniors.

High-level managers will show employees how to handle such situations, without accelerating the situation.

9. Do research (compare with others), discount on batch, and mention others' discounts.

10. One made harsh proposals while another uses kind approaches/suggestions.
A similar strategy, presenting the worst suggestions, and later mentioning a better one.
红脸黑脸战术

11. Listen carefully to the questions. What is their true intention?

12. Watch out for the free gifts requests.

13. Justify your price. Make alternative plans.

14. Handle pre-determined decisions.

Break the ice. Think in the other's shoes, then ask for his/her support for possible leeway.

15. When negotiating over the phone, understand the purpose of the caller. Call back later with suggestions.

16. Learn the counterpart's characteristics/behavior, and act naturally in a similar manner.

17. Forget the silent cost. Don't be forced to make bad decisions.