

Negotiation Skills

Module 1: Fundamentals

Exercise 1:

In your groups discuss the following questions – also on a handout on the resource page:

- What is negotiation?
- Why do we negotiate?
- Who negotiates?
- What skills are needed to negotiate?

Choose a spokesperson for you team who will answer these questions for your group

Make sure all voices are heard!

Exercise 2:

Consider these questions as they apply to you and then discuss in your groups:

- Which of the principles do you feel most confident about and why?
- Which of the principles do you feel least confident about and why?
- What is unique about TapTap Send's negotiations?

When we reconvene, share your answers (everyone)

1. It is all about relationships	10. Position disagreement carefully
2. Do not neglect preparation	11. Deal with concessions progressively
3. Regard each other as equals	12. Perfection is the enemy of the good
4. Discussion rather than debate	13. Be open (mostly)
5. Cards on the table	14. Stick to your objectives
6. Patience	15. Keep on guard
7. Empathy	16. Remain "professional"
8. State clear objectives	17. Do not underestimate people
9. Avoid confrontation	18. End positively