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## Negotiating System

Negotiation is the process whereby people, starting from different positions, meet together to seek agreement, providing mutual satisfaction on issues of mutual interest & concern.

A key objective should be that both sides achieve a good & lasting outcome.

Negotiating is a process. Therefore you should have a system!

### **A suggested system is:**

#### **Preparation**

- Plan extremely well
- Clarify the subject matter of the negotiation
- Define the issues as you see them
- Set SMART Goals: **S**pecific **M**easurable **A**chievable **R**ealistic & **T**ime-bounded
- Review your assumptions
- Research thoroughly
- Think through the other parties' assumptions & research to check their accuracy
- Analyse the other parties' strengths & assess your defences
- List your strengths & how to exploit them
- Analyse weaknesses in your own position & prepare defences
- Decide your own position
- Discard the concept of "Fair" as it could cost you unnecessarily
- Determine your overall strategy
- Prepare a detailed agenda – list each goal

#### **Opening**

- Plan an opening that keeps your minimum position under wraps
- Ask questions that will draw information to assist you in the negotiation
- Work through the agenda

#### **Negotiating**

- Have a win-win orientation
- Study the other parties' minimum position & test early
- Do: be personable & empathic, honest & truthful, have a win/win orientation, recognise it as a game, be flexible in looking for solutions, have extraordinary patience, listen carefully, encourage an environment of trust, know the opposition members as well as possible

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- Place high value on concessions because people value what they work hard for
- Assess demands & concessions in terms other than money eg values
- Rope all concessions into a conditional overall agreement
- Don't: lose your temper, bluff, get sucked into arguments, be too threatening

**Closing** – Always sum up before you stand up. Clarify what has been agreed.